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System Administrator's Guide

AT&T SB67030 Deskset

AT&T SB67010 PSTN Gateway



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PREFACE

This System Administrator's Guide provides instructions for installing and setting up your system. We recommend that you make one person responsible for controlling the system-wide features described in this guide.

Before using this AT&T product, please read *"Important Safety Instructions" on page 139* of this manual. Please read this administrator's guide thoroughly for all the information necessary to install and operate your new AT&T product.



NOTE: For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our website at **www.telephones.att.com** or call **1 (888) 916-2007**. In Canada dial **1 (888) 883-2474**.

Using This Guide

The following sections provide instructions for using this guide:

- *"Topic Navigation" on page 7*
- *"Text Conventions" on page 8*
- *"Procedure Format" on page 9*
- *"Additional Documentation" on page 10*



Topic Navigation

Your SB67010 PSTN Gateway System Administrator's Guide allows easy navigation between topics and the ability to return to your original topic. Figure 1 illustrates the navigation conventions for this administrator's guide.

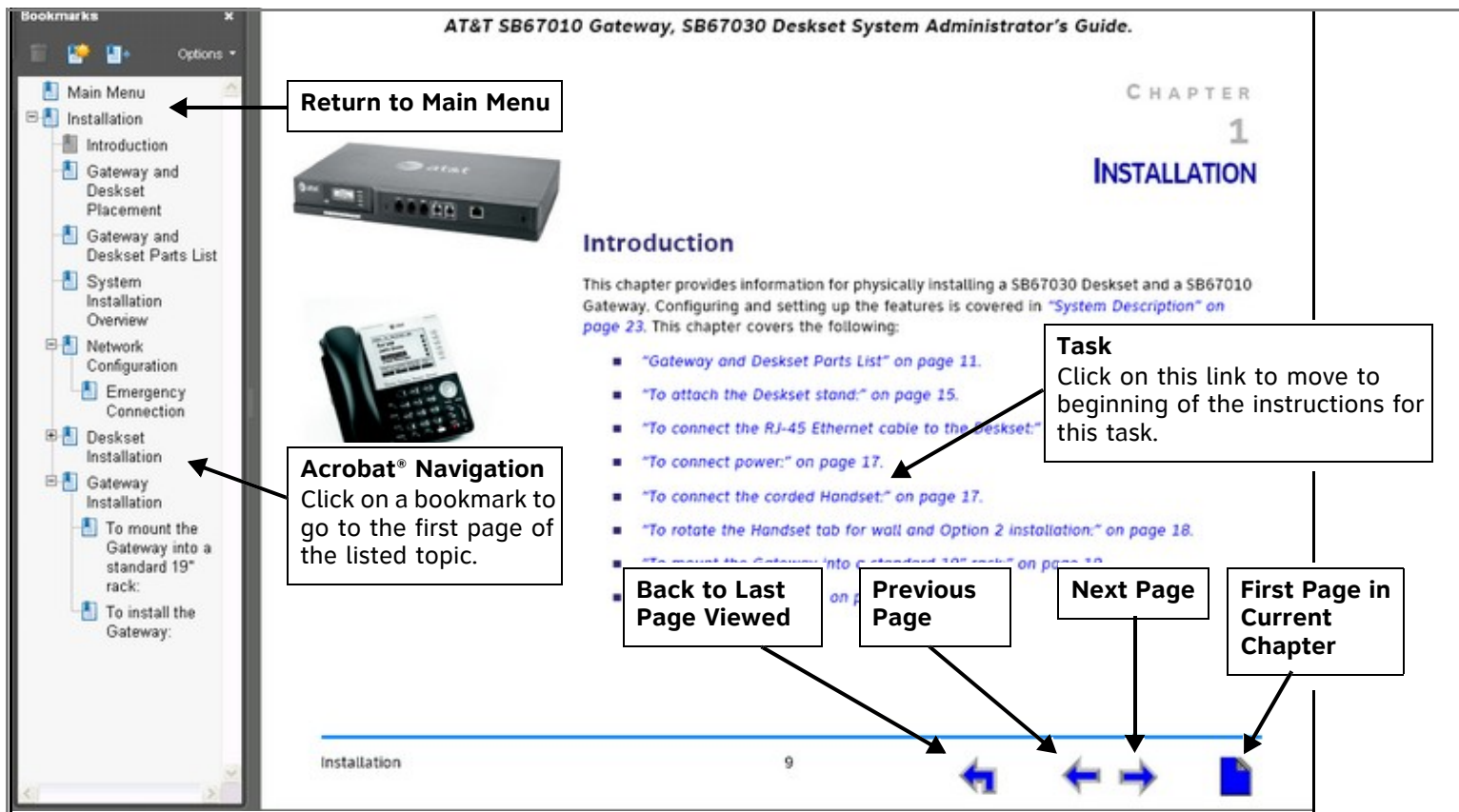






Figure 1. Administrator's Guide Navigation

Text Conventions

Table 1 lists text formats used in this manual to help you identify items referenced within the following procedures.

Table 1. Text Conventions

Text Format	Description
Screen	Identifies text that appears on the screen in a menu or prompt.
HARD KEY or DIAL PAD KEY	Identifies a hard key, including the dial pad keys.
	Identifies a Soft key.
<i>"Topic Navigation" on page 7</i>	Identifies a hyperlink to a task.
 NOTE: Notes give more information, usually in a procedure.	Example of a Note.
 CAUTION: <i>A caution means that loss of data or unintended circumstances may result.</i>	Example of a Caution.
 WARNING: <i>A warning means that the equipment may be damaged or made inoperative.</i>	Example of a Warning.

Procedure Format

The procedures in this guide are each contained on a single page, unless otherwise noted. Each page contains the topic heading and a procedure table, as shown in Figure 2. The screen images appear in clockwise order, as indicated by the numbers in Figure 2.

AT&T SB67010 Gateway, SB67030 Deskset System Administrator's Guide

Name Recording for Auto Attendant Company Directory

Either the administrator or the individuals can create name recordings at the Desksets. When Directory is enabled in Auto Attendant, these recordings are played back to callers to confirm their directory lookups.

► **To record a personal name:**

Menu ▼▲

1. Deskset Settings

2. User Settings

3. Admin Se

4. Deskset In **1** tion

Use ▼ or ▲ to scroll then press SELECT or press 1 - 4. Quick Dial ➔

Figure 73. Menu

Name Recording ▼▲

1. Play/Rec Personal Name

2. Delete Personal Name

4

Use ▼ or ▲ to scroll then press SELECT or press 1 - 2. Quick Dial ➔

Figure 76. Name Recording

1. To display the Menu screen shown in Figure 73, press **MENU**.
2. To display the User Settings menu shown in Figure 74, press **2**. If you have set a user password, the Enter User Password screen shown in Figure 75 displays. If prompted, enter your password, and press **SELECT**.
3. To display the Name Recording menu shown in Figure 76 press **4**.

User Settings ▼▲

1. Greetings (Primary)

2. Call Forward All (VM)

3. Voicemail **2**

4. Name Reco

5. Cordless Registration

Use ▼ or ▲ to scroll then press SELECT or press 1 - 6. Quick Dial ➔

Figure 74. User Settings

Enter User Password

Please enter user password:

3

Press SELECT when done. Quick Dial ➔

Backspc Cancel

Figure 75. User Password

System Configuration
77

Figure 2. Sample Procedure

Deskset/Handset Menu Navigation

You are installing an AT&T SB67030 Deskset. To access items in the Deskset menus, you can either use the navigation key to highlight the function and press **SELECT** or press a numeric key on the dial pad. The procedures in this guide use the numeric dial pad entry as the preferred method for selecting a function.

Additional Documentation

In addition to this guide, this CD contains the following documents:



AT&T SB67030 Deskset User's Guide



AT&T SB67040 Cordless Accessory Handset User's Guide



AT&T TL7600 Cordless Headset User's Guide.



INSTALLATION



This chapter provides information for physically installing a SB67030 Deskset and an SB67010 PSTN Gateway. Configuring and setting up the features are covered in *"System Description" on page 27*. This chapter covers the following:

- *"Gateway and Deskset Placement" on page 12*
- *"Gateway and Deskset Parts List" on page 12*
- *"System Installation Overview" on page 14*
- *"Network Configuration" on page 15*
- *"Deskset Installation" on page 17*
- *"Gateway Installation" on page 22*



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Gateway and Deskset Placement

Avoid placing the Gateway and Deskset too close to the following:

- Communication devices, such as television sets, VCRs, or other cordless telephones
- Excessive heat sources
- Noise sources, such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting
- Excessive dust sources, such as a workshop or garage
- Excessive moisture
- Extremely low temperature
- Mechanical vibration or shock, such as on top of the washing machine or workbench.

Gateway and Deskset Parts List

Figure 3 illustrates the Gateway parts.

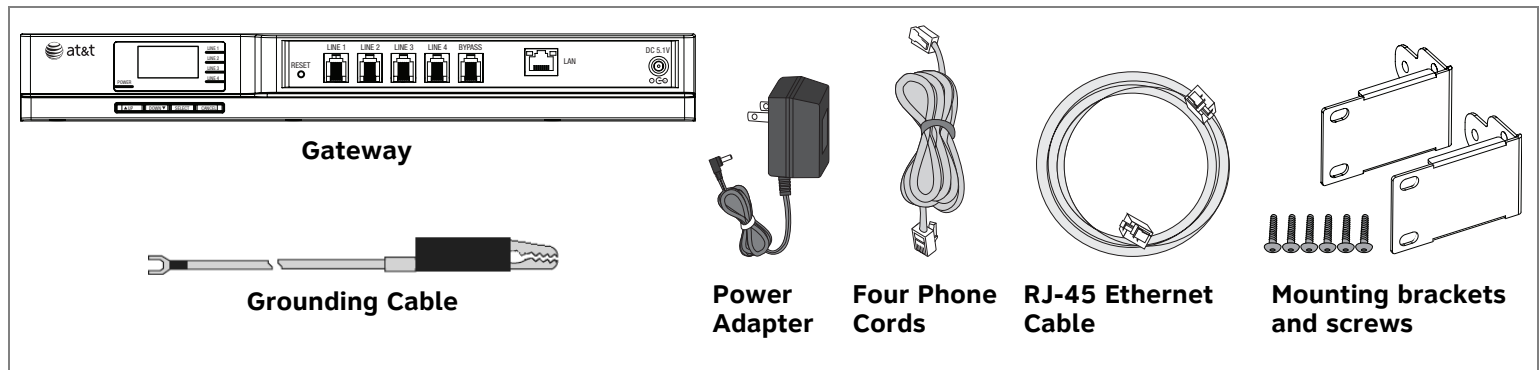


Figure 3. Gateway Parts List

Figure 4 illustrates the Deskset parts.

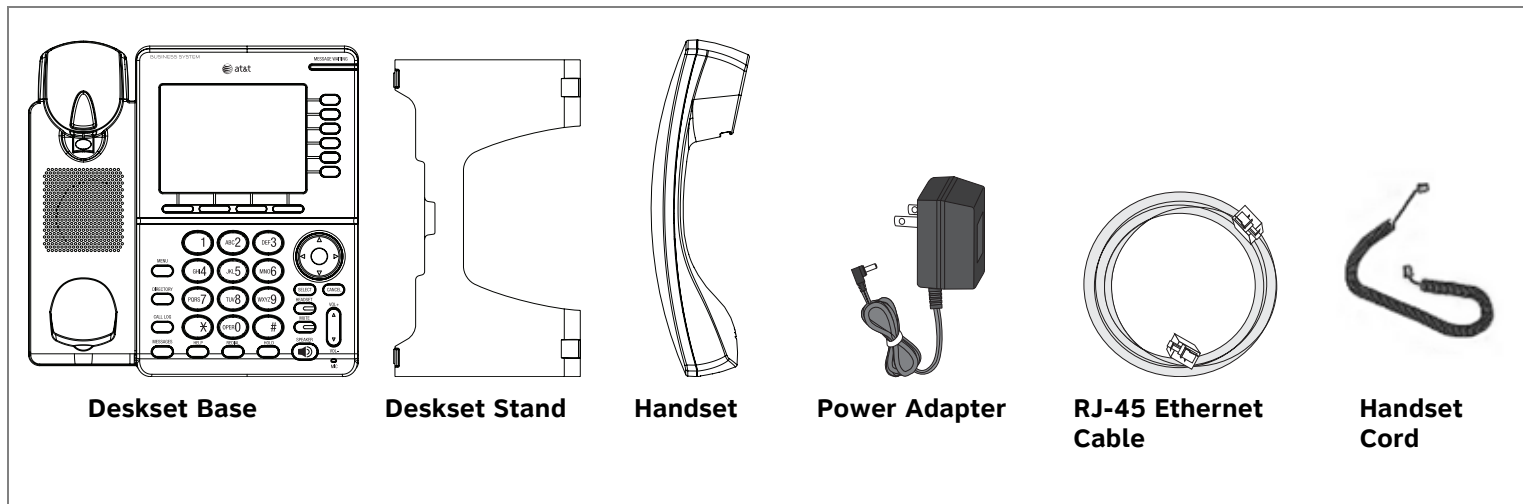


Figure 4. Deskset Parts List

System Installation Overview

If you install one Deskset before installing the SB67010 PSTN Gateway, the feedback described in this guide matches what you see on your system devices. The Gateway assigns the first Deskset to join the network as Extension 200. Figure 5 illustrates the minimum components needed to make the system work.



NOTE: The system uses a Local Area Network (LAN) for system communication. It uses Public Switched Telephone Network (PSTN) phone lines for external calls.

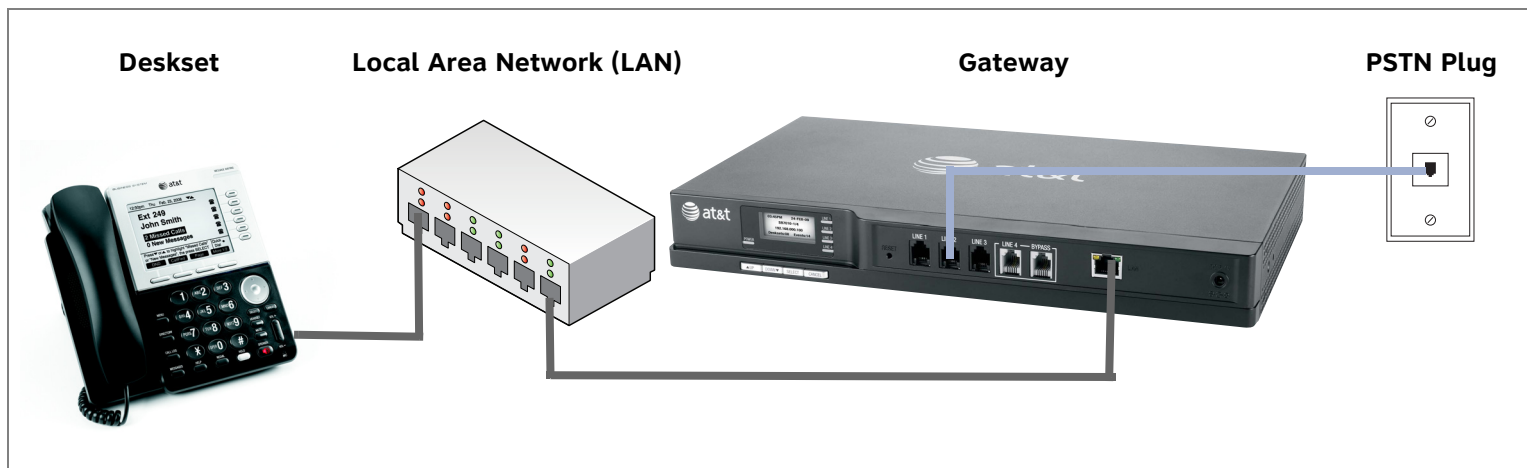


Figure 5. Simplified System



NOTE: You can also register AT&T TL7600 Cordless Headsets and AT&T SB67040 Cordless Accessory Handsets to up to five Desksets.



To integrate the Headset into the system, use the "AT&T TL7600 Cordless Headset User's Guide" on the CD that came with this product, rather than the manual that is packaged with the Headset.



Network Configuration

This system, shown in Figure 6, differs from conventional telephone systems in that calls are not coordinated by a central controller. Instead, the system uses a distributed control system, where all telephones connected to the same network intelligently route traffic and handle calls. The System can be installed on a new Local Area Network (LAN) or integrated into an existing network.

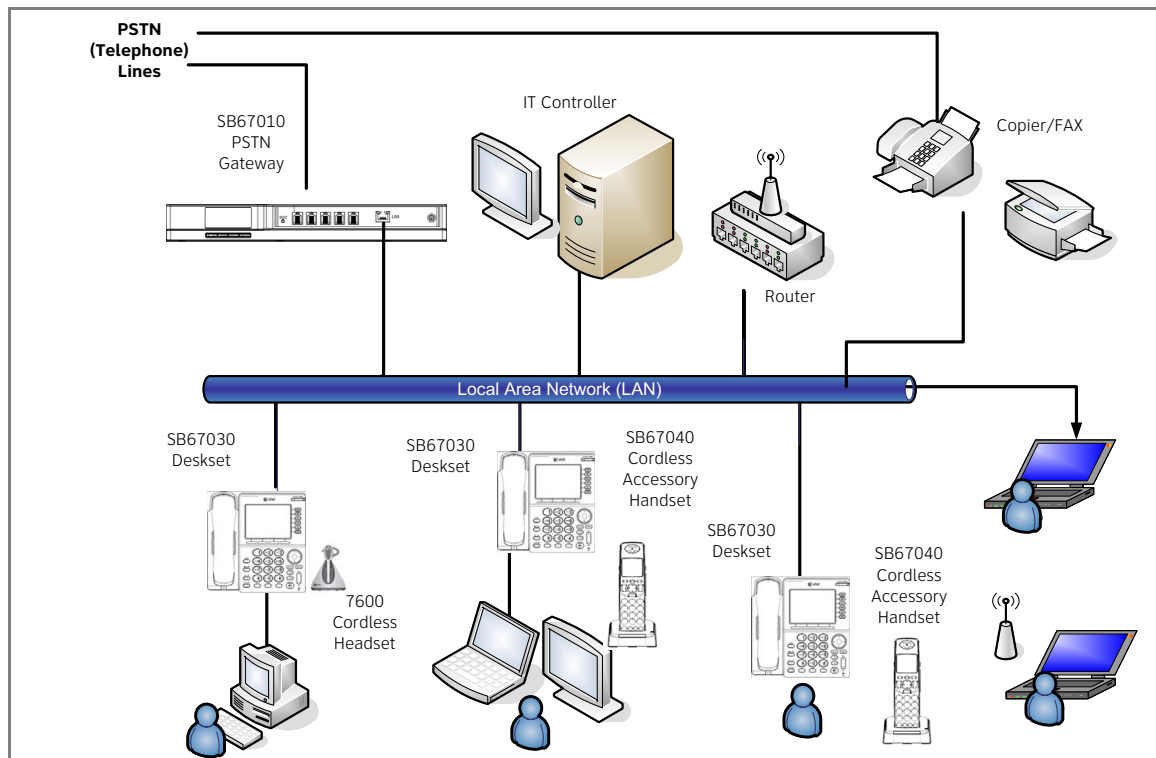
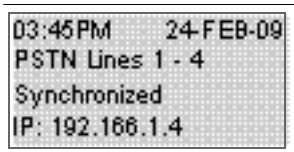


Figure 6. System Installation



```
03:45PM    24-FEB-09
PSTN Lines 1 - 4
Synchronized
IP: 192.168.1.4
```

Figure 7. Gateway IP Address

Figure 7. To determine the Deskset IP address, press **MENU**, then **4** on the Deskset dial pad to display the Deskset Information screen shown in Figure 8.

AT&T recommends a switched network topology. The topology refers to the network virtual shape or structure and does not necessarily reflect the physical layout. Switched networks involve connecting the network components to switches, rather than hubs. This improves the network communication.

The Gateway routes calls between outside Public Switched Telephone Network (PSTN) lines and the internal IP-based network. The Gateway provides four PSTN ports for connecting up to four phone lines and one 10/100 Ethernet port for connecting to the Ethernet network. Up to four SB67010 PSTN Gateways providing up to 16 PSTN lines and 50 Desksets can be connected to the network, for a total of up to 54 devices.

The system assigns the first Deskset to join the network Extension 200. It then assigns each additional Deskset an Extension number in ascending order. Even if you unplug a unit, its Extension number is reserved. If you want to remove a Deskset from the network, the Extension number must be deleted. This ensures the Deskset does not tie up an extension. This Extension number may be changed or deleted by the System Administrator using the Web User Interface (WEBUI) (see [“Phone Settings” on page 84](#)).

Once the Desksets are connected to the same network, they find each other through peer-to-peer (P2P) discovery protocols and automatically self-configure. Additional telephony and network configuration is administered through the WEBUI. In addition, up to five of the system Desksets can be set up with cordless accessory Handsets and/or a Headsets. If you register a Handset and a Headset to each of these five Desksets, you can use a total of ten registered accessories with this phone system.

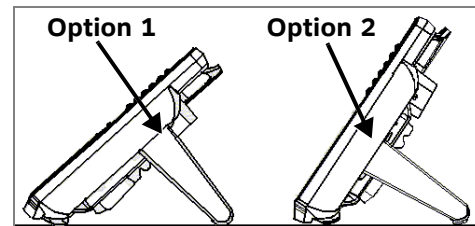


```
Deskset Information
Model No: SB67030
Status: Synchronized
IP Address: 192.168.1.3
MAC Address: 00:11:A0:00:12:8D
Serial No: CBJ003235
Boot Ver: 2.2.0
P Firmware Ver: v0.3.0.4494
Use ▼ or ▲ to scroll. Press Exit when done. Quick Dial
Exit
```

Figure 8. Deskset Information

Deskset Installation

Install the SB67030 Deskset on a desktop or mount it on a wall. The desktop setup requires the Deskset Stand and provides two positions, Option 1 at 45° and Option 2 at 60°. If you use Option 2, rotate the Handset tab as explained in ["To rotate the Handset tab for wall and Deskset Option 2 installation:"](#) on page 21.



► To attach the Deskset stand:

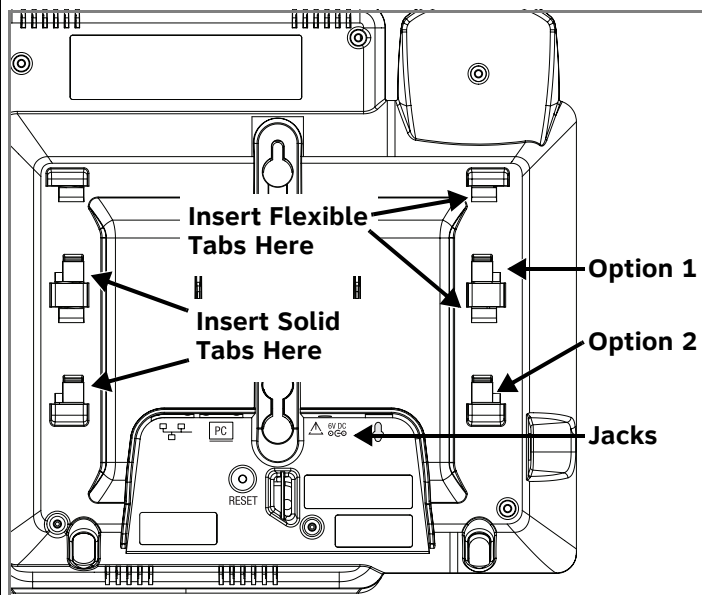


Figure 9. Deskset Stand Installation

1. Place the Deskset on a flat surface with the power and network jacks facing you, as illustrated in Figure 9.
2. Place the stand, illustrated in Figure 10, on the base with the flexible tab side away from you.
3. Insert the solid tabs into the Option 1 or Option 2 slots on the base in the direction of the arrows, as shown in Figure 9.
4. Rotate the stand away from you until it rests against the base and you hear a click as it locks into place.

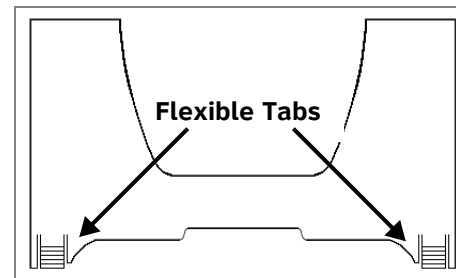


Figure 10. Deskset Stand Tabs

To connect the RJ-45 Ethernet cable to the Deskset:

▶ With a PC connected to the network:

1. Unplug the RJ-45 Ethernet cable from your computer.
2. Plug that RJ-45 Ethernet cable into the Network jack on the back of the Deskset, as indicated in Figure 11.
3. Plug another RJ-45 Ethernet cable into the PC jack on the Deskset.
4. Plug the other end of the second RJ-45 Ethernet cable into your computer.



CAUTION: The PC jack on the Deskset is intended for connection to an end-user PC only. Do not use the PC jack to connect to a PC with a heavy bandwidth load (such as a network server PC).

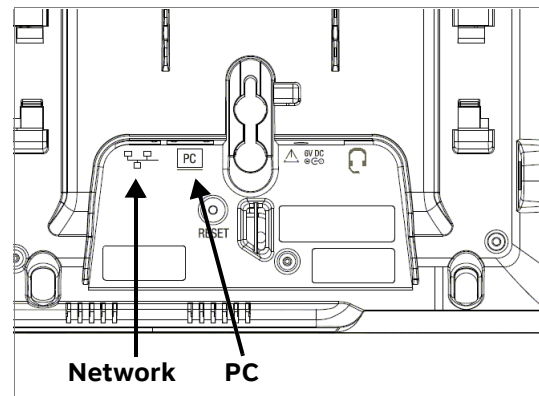


Figure 11. Network Connections

▶ Without a PC connected to the network:

1. Plug an RJ-45 Ethernet network cable into the Network jack on the back of the Deskset, as indicated in Figure 11.
2. Plug the other end into the Ethernet wall jack.



CAUTION: Do not use the PC jack to extend the network. The end-user PC should be the final point. Do not use the PC jack to connect to other system devices.

- There are two LEDs next to each Network jack on the back of the Deskset. The green LED is on when the Deskset is both connected to the network and has AC power. The yellow LED flashes when there is network activity.
- If a GigE network is being used, a computer connected through the Deskset will be limited to 100 Mbps/s. If you require a GigE Ethernet rate, use separate Ethernet connections for the Deskset and the computer so that the computer can take advantage of the greater bandwidth.
- If a PC is connected to your LAN through a Deskset, any Deskset resets and power or network interruptions will disrupt the PC's connection to the network.



► **To connect power:**

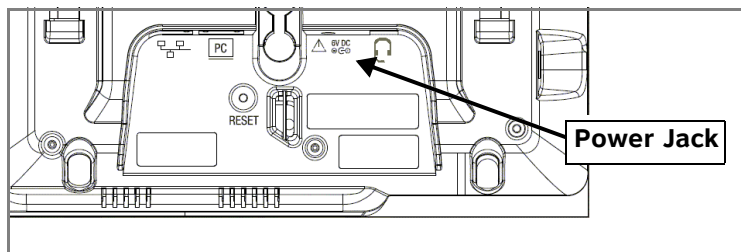


Figure 12. Power Connector

1. Plug the power adapter into the DC Power jack on the back of the Deskset, as identified in Figure 12.
2. Plug the power adapter into an outlet not controlled by a wall switch. The display screen illuminates within about a minute.
 - If the user's computer is plugged into a UPS, consider plugging the Deskset into one, too.

▶ To connect the corded Handset and an optional corded Headset

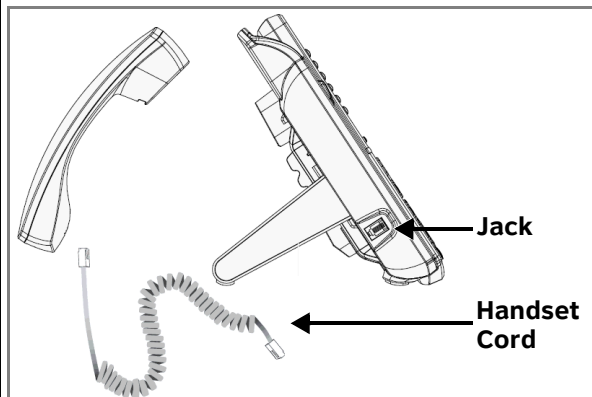


Figure 13. Handset Plug

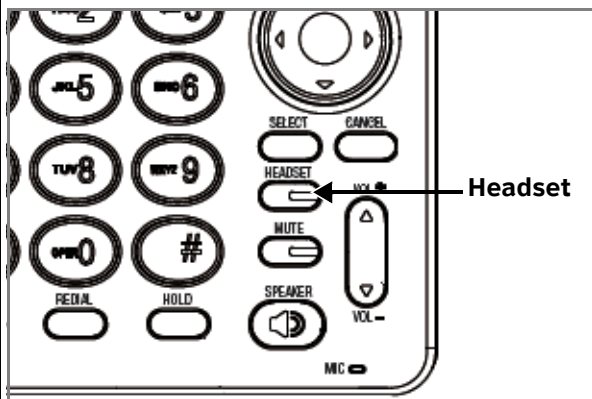


Figure 15. Headset key

▶ Connect the corded Handset:

1. Plug the coiled end of the Handset cord into the Handset jack on the left side of the telephone, as identified in Figure 13.
2. Plug the end of the Handset cord with the five-inch straight line into the Handset, then hang up.

▶ Connect an optional corded Headset:

1. Plug an optional corded headset into the RJ9 connector on the bottom of the Deskset, as indicated in Figure 14.
2. Press **HEADSET**, shown in Figure 15 to use the corded headset.

- The corded headset takes precedence over the cordless Headset.

- If the user unplugs the corded headset during an Active Call, Voicemail playback, or while recording, the audio will switch to the speakerphone.

- If the corded handset is off hook, audio will switch to the handset.

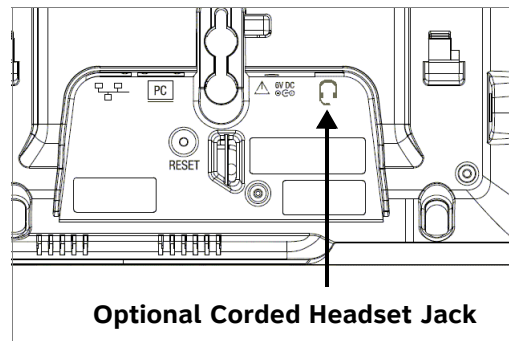


Figure 14. Install Optional Headset

► **To rotate the Handset tab for wall and Deskset Option 2 installation:**

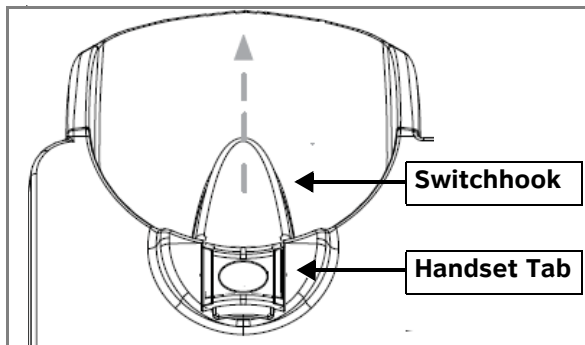


Figure 16. Handset Tab

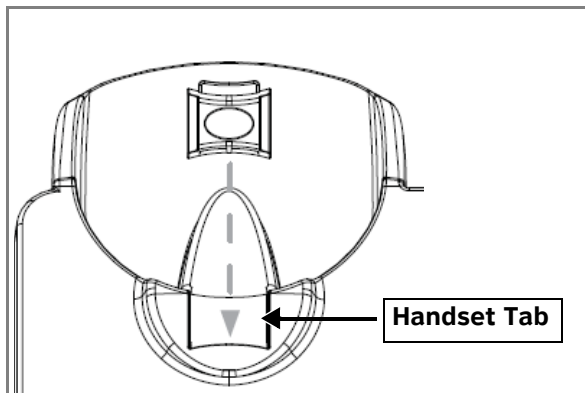


Figure 18. Replace Handset Tab

1. Press the Switchhook and slide the Handset Tab toward the top of the base, as shown in Figure 16.
2. Rotate the Handset Tab 180°, as shown in Figure 17.
3. Replace the Handset Tab back on the base, as shown in Figure 18.

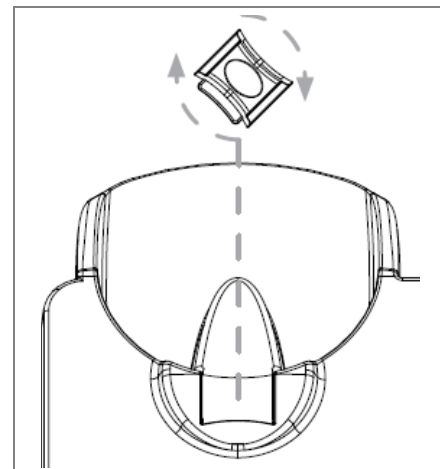


Figure 17. Handset Tab Rotation

Gateway Installation

The system requires at least one SB67010 PSTN Gateway for receiving or making external calls. You can place the Gateway on a table top or mount it into a standard 19" metal rack. The Gateway must be installed within three feet of the building ground point. Install each Gateway using the following instructions.

► To mount the Gateway into a standard 19" rack:

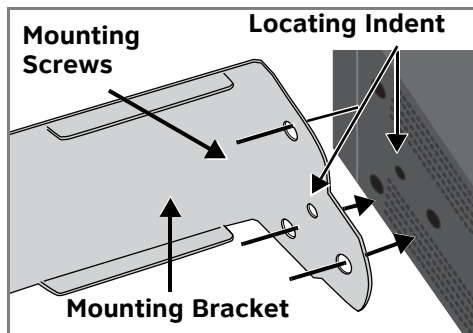


Figure 19. Rack-mount Bracket



Figure 21. Rack Installation

1. Remove the two Gateway mounting brackets and six screws from the packing tissue.
2. Position the right bracket at the front of the chassis, as shown in Figure 19.
3. To align the screw holes, place the bracket on the chassis so that the locating indent on the bracket matches the indent on the chassis.
4. Insert each of the three screws into the holes illustrated in Figure 20 and tighten securely. Repeat the process for the left bracket.
5. Position the Gateway into the 19" metal rack, as shown in Figure 21.
6. Insert a top mounting screw (not included) in one side and turn it several turns to establish support. Repeat for the other side.
7. Tighten the screws.

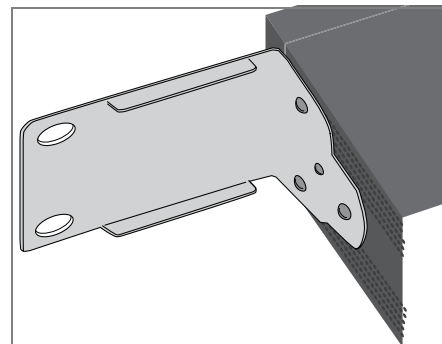


Figure 20. Bracket Installed

► To install the Gateway:

1. To connect the Gateway to Earth ground:
 - a. Loosen the screw retaining the silver grounding terminal on the back of the Gateway, as identified in Figure 22.
 - b. Insert the spade/fork end of the grounding cable under the grounding terminal.
 - c. Tighten the screw.
 - d. Connect the alligator clip end of the grounding cable to the building ground point, usually located at the electrical breaker box.



WARNING: *If you are unsure about the location of the building ground point or how to ground the Gateway, contact the facilities manager.*

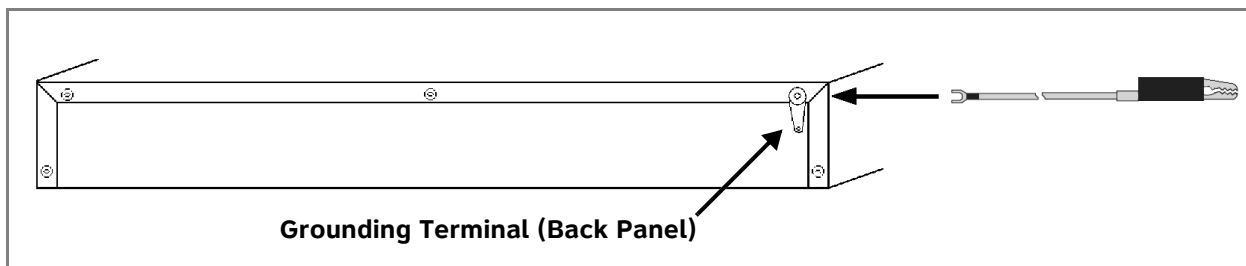


Figure 22. Gateway Grounding



► To install the Gateway: (Continued)

2. Plug the AC plug into an electrical outlet not controlled by a wall switch and the DC plug into the DC5.1V jack, as shown in Figure 23. Wait up to one minute until the screen lights up.



CAUTION: To help prevent the loss of system data during power outages, plug the AC power plug into an Uninterruptible Power Supply (UPS).

3. Plug an RJ-45 Ethernet cable into the RJ-45 Ethernet port marked LAN. Plug the other end of the RJ-45 Ethernet cable into your office LAN.



CAUTION: Some DHCP servers have default settings that limit the number of IP addresses. Each Deskset, Gateway, and personal computer needs an IP address. You should log in to your DHCP server to confirm that the IP range is sufficient to accommodate all of your devices.

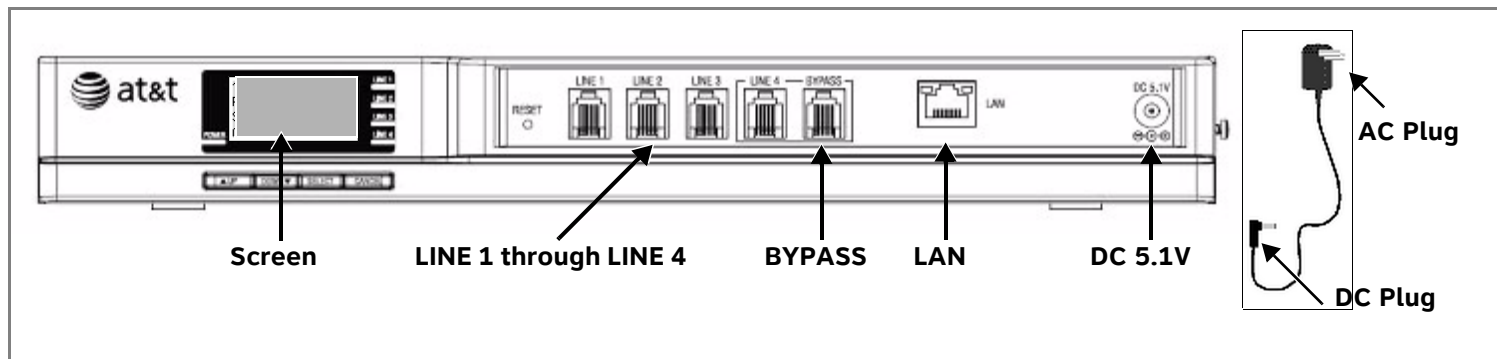
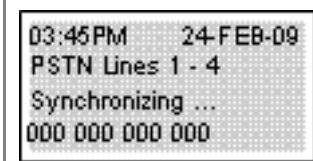


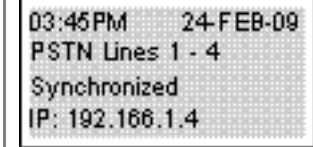
Figure 23. Gateway Installation



► To install the Gateway: (Continued)



```
03:45PM  24-FEB-09
PSTN Lines 1 - 4
Synchronizing ...
000 000 000 000
```



```
03:45PM  24-FEB-09
PSTN Lines 1 - 4
Synchronized
IP: 192.168.1.4
```

Figure 24. Synchronizing

The Gateway power-up initialization sequence follows:

- About 20 seconds after turning on power to the Gateway, the POWER LED turns on and the Initializing message displays on the screen a few seconds later.
- When the Gateway connects to the network, the message screen displays the Synchronizing screen to indicate that the Gateway is in the process of detecting and synchronizing with other system devices, shown in Figure 24.
- Once the Gateway has successfully finished synchronizing with the rest of the system, the Idle screen updates the time, date and IP Address, as shown in Figure 24.



NOTE: The time and date may not be correct. The time and date are set using the WEBUI. See ["Basic Settings" on page 63](#).

- Remove the plastic covers from the PSTN (telephone) ports to be used, marked **LINE 1** through **LINE 4** and **BYPASS**.



CAUTION: *If you subscribe to Digital Subscriber Line (DSL) high-speed Internet service through your telephone line, you must plug each telephone line with DSL service into a DSL filter. Then plug the DSL filter into the telephone wall jack, as identified in Figure 25.*

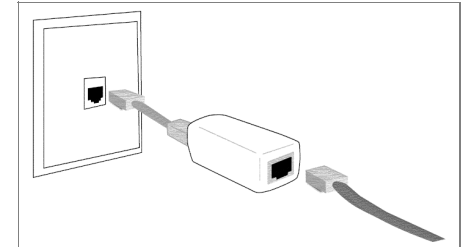


Figure 25. DSL Connection

- Plug up to four telephone lines from the wall jacks into the Gateway. The line LEDs blink up to 15 seconds during initialization.



NOTE: For communication during power outages, plug an analog telephone into the **BYPASS** jack and a PSTN line into **LINE 4**.



NOTE: When your installation is complete, back up the Deskset and system settings. See [“Backup/Restore Settings” on page 91.](#)



NOTE: For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our website at **www.telephones.att.com** or call **1 (888) 916-2007**. In Canada dial **1 (888) 883-2474**.



SYSTEM DESCRIPTION



1

This section provides a description of system functions and features. The complete telecommunications system includes:

1

AT&T SB67010 PSTN Gateway - Provides an interface between the IP-based system and the Public Switched Telephone Network (PSTN). The Gateway controls system components and access to external communications networks.

2

AT&T SB67030 Deskset - In addition to being used for phone calls, the Desksets can also be used to customize the system.

3

AT&T SB67040 Cordless Accessory Handset (Optional) - Duplicates many of the Deskset features and provides a high degree of mobility.

4

AT&T TL7600 Cordless Headset (Optional) - Replaces the Deskset corded Handset to provide hands-free operation and mobility.

WEB User Interface (WEBUI) - Consists of web pages with editable settings that allow you to administer the system.



2



3



4

Gateway Operation

Figure 26 illustrates the Gateway features and connections. The Gateway connects up to four external phone lines to the System network. Up to four Gateways provide up to 16 PSTN lines.

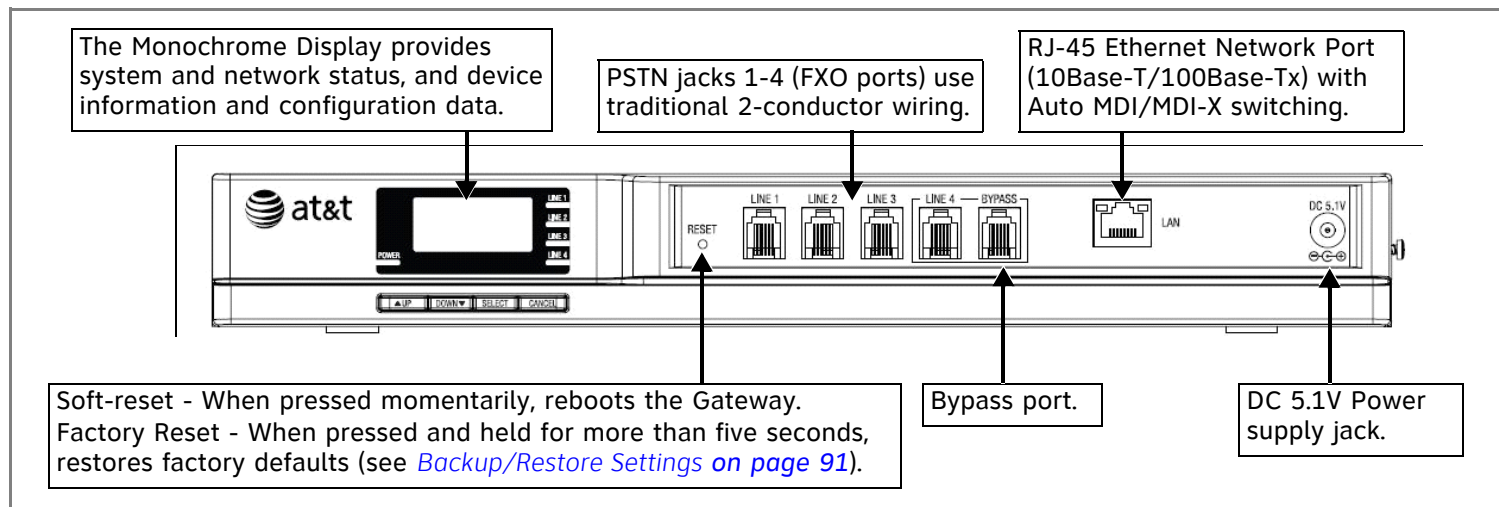


Figure 26. The Gateway Features

- When the Gateway power fails, calls on Line 4 are routed to the Bypass line. Calls can be made or received using a regular analog phone. When the Gateway recovers, the bypass is disabled so that this line cannot be used to eavesdrop on other calls.
- The DHCP server assigns the Gateway an IP address. If there is no DHCP server present, the Gateway assigns itself an IP address (self-assigned link-local address).
- The Gateway's PSTN lines are assigned as line 1 to 4. If a second Gateway is connected to the network, it is assigned lines 5 to 8. Up to four Gateways can be connected, providing up to 16 PSTN lines.
- See "[Front Panel Description](#)" on [page 29](#) for more details.

Figure 27 provides an illustration and description of the Gateway display.

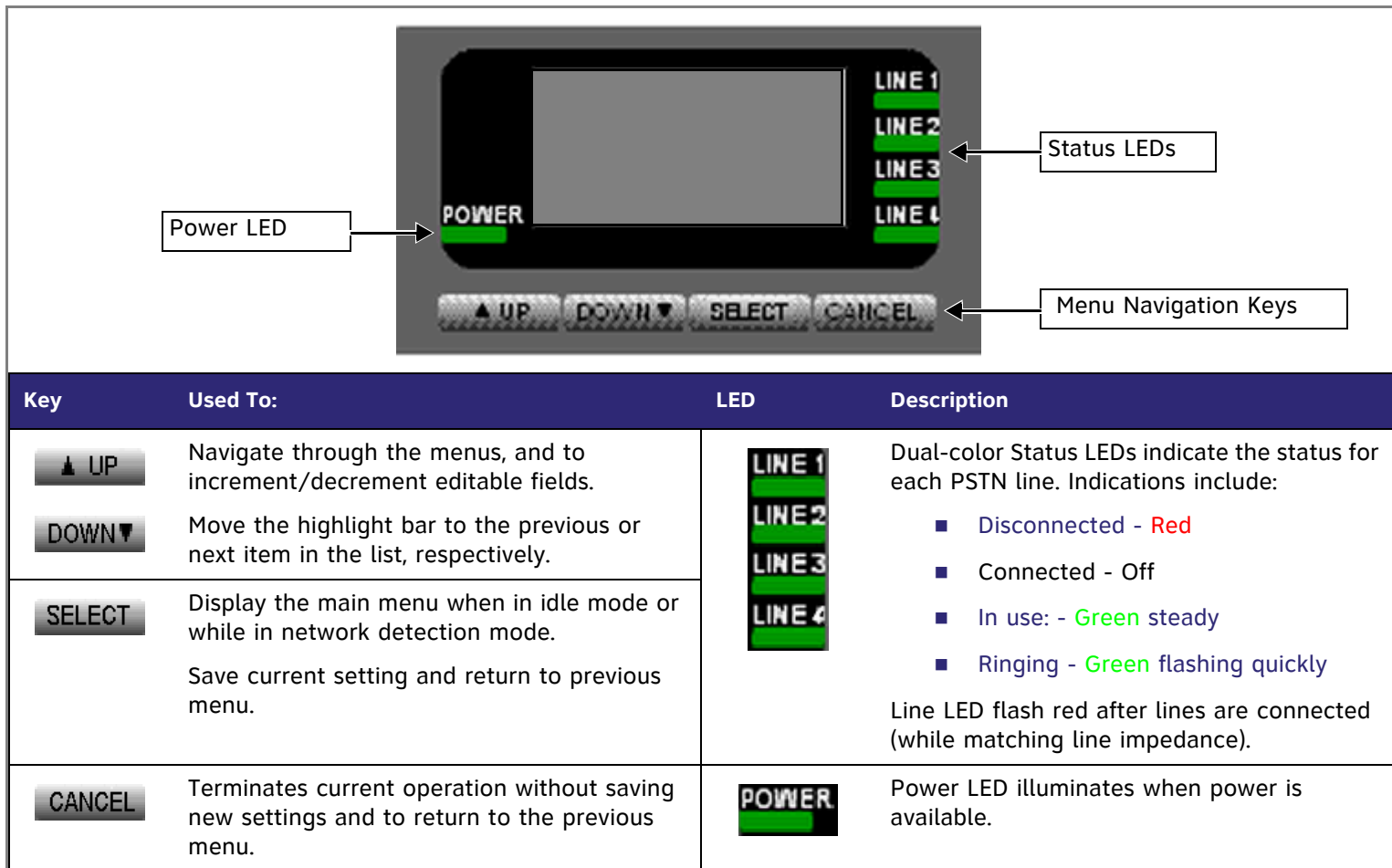


Figure 27. Front Panel Description

Recovery After Power Failure



CAUTION: To help prevent the loss of system data during power outages, plug the AC power plug into an Uninterruptible Power Supply (UPS).

► **To restore the system after an AC power failure:**

03:45PM 24-Feb-09
PSTN Lines 1 - 4
Synchronized
IP: 192.168.1.4

Figure 28. Synchronized Screens

- Allow at least 30 seconds for the Gateway to boot up again after a power failure. The following power-up initialization sequence occurs:
 - a. About twenty seconds after applying power to the Gateway, the **POWER LED** turns on, and the Initializing message displays on the screen a few seconds later.
 - b. When the Gateway connects to the network, the Synchronizing screen displays briefly to indicate that the Gateway is in the process of detecting and synchronizing with other devices on the network.
 - c. Once the Gateway has successfully finished synchronizing with the rest of the system, the Idle screen displays the time, date and the IP Address as shown in Figure 28.



NOTE: The time and date may not be correct. The time and date are set using the WEBUI ["Basic Settings" on page 63](#).

- All devices in the system may power up simultaneously, depending on the power arrangement of your site. In a large installation, the DHCP server may take several minutes to respond. This delay may be especially long after restoration of AC power.



► To restore the system after an AC power failure: (Continued)



Figure 29. Idle Screen

- If the Gateway cannot find a DHCP server on the network, it will assign a link-local address that begins with the number 169 (169.xxx.xxx).
- The presence of computers and other devices on the same network could produce many requests for IP addresses, straining the network. Devices should revert to the proper IP addresses after the DHCP server resolves the request.
- If a system device continues to use an IP address that starts with 169, it cannot communicate with other devices on the network.
- Check each Deskset and Gateway to confirm that each has started up properly. The Deskset screen similar to the one shown in Figure 29 displays. If any of the System devices report **Sync Fail** or a **Synchronizing** for more than a few minutes, refer to [“Reintroducing a Deskset Into the System” on page 104](#) and [“Reintroducing a Gateway Into the System” on page 106](#) for probable causes and recovery methods from these states.

The SB67010 PSTN Gateway has an additional RJ-11 Bypass jack into which a regular phone can be plugged to get direct access to an analog line for emergency calls when the Gateway loses power. The Gateway uses a relay to disconnect this emergency bypass line when the system is up and running, so that the emergency bypass line can't be used to eavesdrop on normal calls. If you have a PSTN line plugged into Line 4, an analog telephone plugged into the Bypass jack provides communication during AC power outages.

GETTING STARTED



03:45PM 24-FEB-09
PSTN Lines 1 - 4
Synchronized
IP: 192.168.1.1

Device Information

Network Status

Configure

Device Info

Model #: SB7010

Serial #: CBJ003236

Boot Ver: 2.2.0

Firmware: v1.0.6

Software: v1.0.2.4

Network Status

Subnet Mask:

255.255.255.0

Auto IP (DHCP)

Static IP [x]

Restore Defaults

Upgrade

Event Log

IP address assigned

03:45PM 24-FEB-09

The first Deskset to join the network becomes Extension 200. The system searches for a Dynamic Host Configuration Protocol (DHCP) server. If a DHCP server is found, it assigns IP addresses to all devices. If no DHCP server is found, then the system self-assigns link-local addresses.

If a Deskset is disconnected for a substantial length of time, a new IP address may be assigned to it when reconnected. The Deskset does not lose its assigned extension.

Even if you unplug a unit, its extension is reserved. If you want to remove a Deskset from the network, the extension must be deleted. This ensures that the Deskset does not tie up an extension. This section covers:

- [“Gateway Main Menu” on page 33](#)
- [“Deskset Admin Settings” on page 37](#)
- [“Call Fwd-NA” on page 39](#)
- [“Restore Default Settings” on page 44](#)
- [“IP Settings” on page 46](#)
- [“Reset User Password” on page 51](#)
- [“Software Upgrade” on page 52](#)



Gateway Main Menu

The Gateway displays the Idle menu upon completion of the power up sequence. Access the Main menu to perform the system operation functions.

	<p>To access the Main menu from the idle screen, press the SELECT key. The menu provides the following functions:</p>	
	<ul style="list-style-type: none"> ■ Device Information ■ Network Status ■ Configuration 	
	<p>Press the DOWN key to highlight an entry, then press SELECT to see information about your Gateway or your Network. Select Configuration to view or modify some Gateway settings. Here is the information you can see in Device Information and Network Status:</p>	
<p>Device Information</p>	<p>Network Status</p>	
<ul style="list-style-type: none"> ■ Model # ■ Serial # ■ Boot Version ■ Firmware version ■ Software version 	<ul style="list-style-type: none"> ■ IP Address ■ Subnet Mask ■ Default Gateway ■ DNS Server ■ MAC Address 	

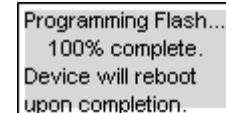
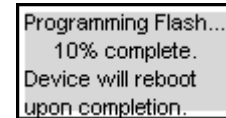
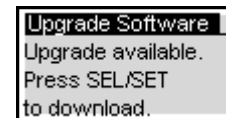
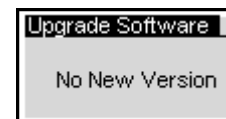
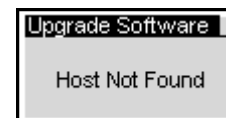
Configuration

<p>Device Information Network Status Configuration —</p>	<p>Press ▲ UP / ▼ DOWN in the main menu until Configuration is highlighted and press SELECT to display the Configuration menu. The current setting is indicated with [x]. You can use this interface or the WEBUI to restore factory defaults and upgrade software. Here are the configuration settings:</p>
<p>Auto IP (DHCP) [x] Static IP Restore Defaults Upgrade Software</p>	<ul style="list-style-type: none"> ■ Configuration — Current Gateway settings. ■ Auto IP (DHCP) — Is set automatically. ■ Static IP — You can change the Static IP only from the Gateway. Although the Gateway prompts you through the process, using a static IP address can have serious effects, so contact your installer if Static IP editing is required.
<p>Auto IP (DHCP) [x] Static IP Restore Defaults Upgrade Software</p>	<ul style="list-style-type: none"> ■ Restore Defaults — Highlight Restore Defaults, and press SELECT. Press and hold SELECT for two seconds when prompted. See Backup/Restore Settings on page 91 before restoring factory defaults.
<p>Auto IP (DHCP) [x] Static IP Restore Defaults Upgrade Software</p>	<ul style="list-style-type: none"> ■ Upgrade Software — For upgrading software, just highlight Upgrade Software, and press SELECT. If new software is available, you are prompted to press SELECT again to accept the upgrade.
<p>Auto IP (DHCP) [x] Static IP Restore Defaults Upgrade Software</p>	

Upgrade Software

► **To upgrade the software to the latest version:**

1. Press **▲ UP** / **▼ DOWN** in the main menu until **Configuration** is highlighted and press **SELECT** to display the Configuration menu.
2. Press **▼ DOWN** to highlight **Upgrade Software** and press **SELECT** to initiate the software upgrade process. The device starts searching for a host and new software.
 - If a host cannot be found, the **Host Not Found** message displays.
Upgrade the software from the PC, which can offer more information about connection issues.
 - If the host is found, but there is no new software available, then the **No New Version** message displays.
3. If new software is available, you are prompted to initiate the upgrade by pressing **SELECT**, or to abort by pressing **CANCEL**.
 - Once the downloading starts, the display indicates the progress as shown by the rising percentage indicator on-screen. The device reboots automatically once the Flash programming is completed.
 - If for any reason the Flash programming process is interrupted, the system reboots using the last version of software.
 - Pressing **CANCEL** during programming process terminates the download mid-stream and returns you to the Configuration menu. The previous software version remains in effect.
4. Press **CANCEL** repeatedly until you return to the main menu.



Gateway Reset

Press the **RESET** button shown in Figure 30 by inserting a pen or paper clip into the hole and applying pressure to the button.

- Pressing the **RESET** button for less than five seconds reboots the Gateway (your system settings are unaffected).
- Pressing the **RESET** button for more than five seconds resets the Gateway to factory defaults and clears the system configuration (Auto Attendant settings, Ring Groups, Hold message, and System Directory).

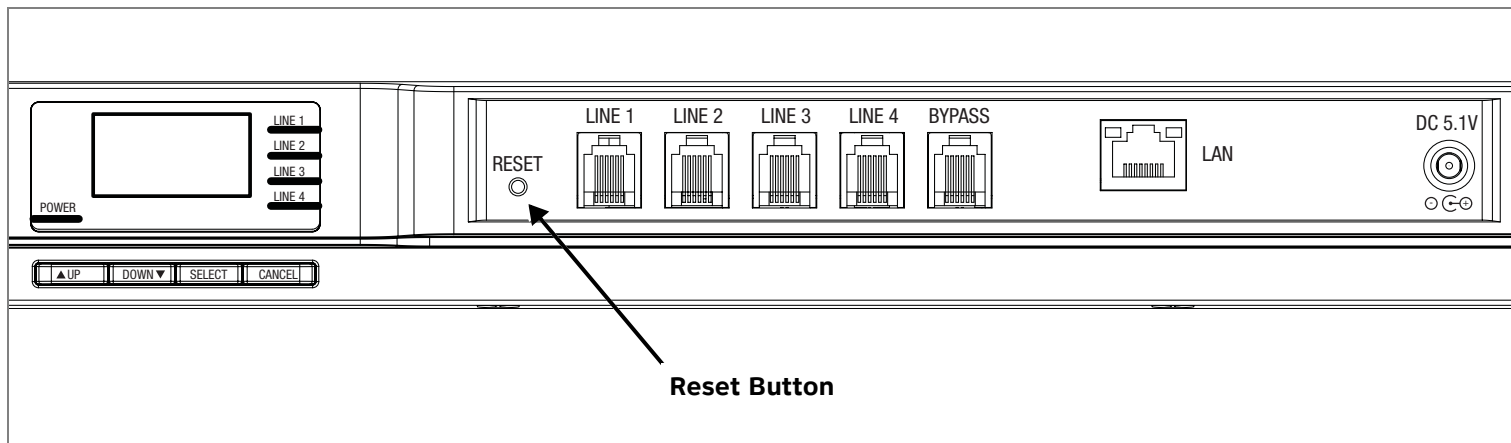


Figure 30. Gateway Reset Button

- If you are concerned about accidentally erasing all data, simply unplugging the power cord, then plugging it back in will also power cycle and reboot the unit.

Deskset Admin Settings

The WEBUI provides a complete interface for setting up your system (see [“The WEBUI” on page 56](#)), but some settings are also available from any Deskset in the system.

► To display the Admin Settings menu:

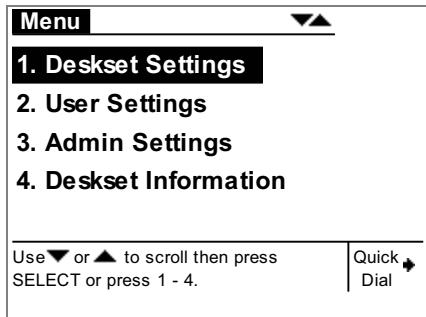


Figure 31. Menu Screen

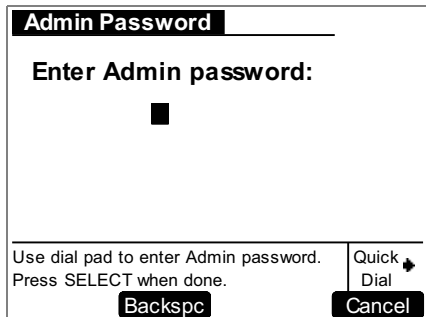


Figure 32. Admin Password

1. Press **MENU** to display the Menu screen shown in Figure 31.
2. Press **3** on the dial pad to display the Admin Settings screen shown in [Figure 33 on page 38](#).
3. Enter the Admin password, as shown in Figure 32, and press **SELECT**.



NOTE: The operator's Deskset has a fifth choice, **Auto Attendant Settings**, on the Menu screen.

	Function	Submenu
<div> <div>Admin Settings ▼▲</div> <div> <div>1. Call Fwd-NA (VM)</div> <div>2. Fwd/Trans to line (Enabled)</div> <div>3. Restore Default Settings</div> <div>4. IP Settings (Auto)</div> <div>5. Reset User Password</div> <div>6. Software Upgrade</div> </div> <div> <div>Use ▼ or ▲ to scroll then press SELECT or press 1 - 7.</div> <div>Quick Dial ↗</div> </div> </div> <p>Figure 33. Admin Settings</p>	1. "Call Fwd-NA" on page 39	1. Call Forward All Target (Ext/VM/Line) 2. to Ext: xxx 3. to Line: xxx-xxx-xxxx Call Fwd-NA Delay <5/10/15/20...45>
	2. "Fwd/Trans to line" on page 43	
	3. "Restore Default Settings" on page 44	
	4. "IP Settings" on page 46	1. IP Configuration <Auto/Static> 2. Set/Edit Static IP 3. IP Status
	5. "Reset User Password" on page 51	
	6. "Software Upgrade" on page 52	Software upgrade screen

Call Fwd-NA

Each Deskset defaults to forwarding unanswered calls to Voicemail after they ring for 15 seconds. You can change the target destination to another extension or an external line, or the administrator can turn off call forwarding when there is no answer. You can change the delay to a number between five and 45 seconds.

► To set up Call Forward No Answer:

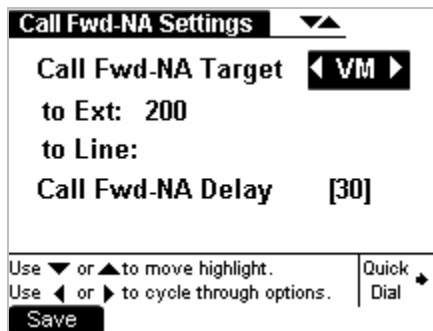


Figure 34. Call Fwd-NA Settings

1. Perform the *"To display the Admin Settings menu:"* procedure on [page 37](#).
2. Press **1** on the dial pad to display the **Call Fwd-NA Settings** screen shown in Figure 34.
3. Press the ◀ or ▶ navigation key to toggle the setting to one of the following destinations.
 - *"Call Forward - No Answer to Voicemail" on page 40.*
 - *"Call Forward - No Answer to an Extension" on page 41.*
 - *"Call Forward - No Answer to an Outside Line" on page 42.*



NOTE: This setting controls the Call Forward-No Answer destination. The default setting is **Call Fwd-NA Target** to Voicemail. If Call Forward All is on, these settings do not apply. Call Forward All is set using the User Settings at the individual Deskset.



Call Forward - No Answer to Voicemail

► To forward all unanswered calls to voicemail:

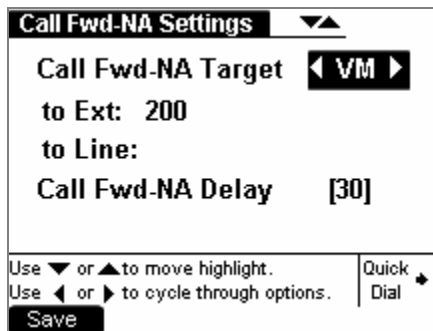


Figure 35. Call Fwd-NA Settings

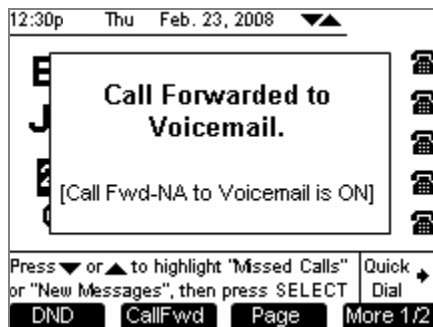


Figure 36. Call Forward Confirmation

1. Perform the *"To display the Admin Settings menu:"* procedure on [page 37](#).
2. Press **1** on the dial pad to display the **Call Fwd-NA Settings** screen shown in Figure 35, with the current Call Forward target in the top field.
3. Press the ◀ or ▶ navigation key until ◀ VM ▶ is highlighted as shown in Figure 35.
4. Press the ▼ navigation key to highlight **Call Fwd-NA Delay**.
5. Press the ◀ or ▶ navigation key to adjust the delay in five-second increments.



NOTE: The minimum delay is five seconds and the maximum delay is 45 seconds. The default setting is 15 seconds.

6. Press **Save** to accept the change and display the Admin Settings screen.



NOTE: When a call is received, the Deskset displays the screen shown in Figure 36.



Call Forward - No Answer to an Extension

► To forward all unanswered calls to an extension:

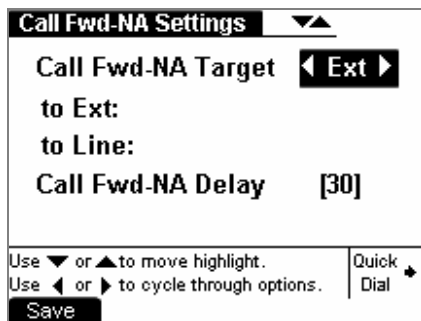


Figure 37. Call Fwd-NA Settings

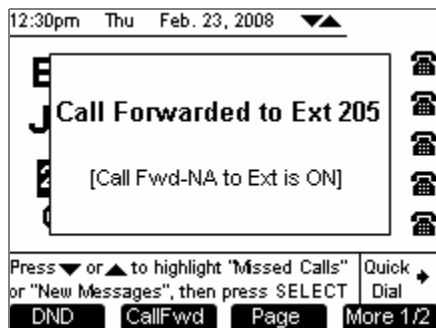


Figure 38. Call Forward Confirmation

1. Perform the *"To display the Admin Settings menu:"* procedure on [page 37](#).
2. Press **1** on the dial pad to display the **Call Fwd-NA Settings** screen shown in Figure 37, with the current Call Forward target in the top field.
3. Press the ◀ or ▶ navigation key until ◀ Ext ▶ is highlighted, as shown in Figure 37.
4. Press the ▼ navigation key to move to the **to Ext:** editable field. A blinking cursor appears in the number field.
5. Enter in a valid extension.
6. Press the ▼ navigation key to highlight **Call Fwd-NA Delay**.
7. Press the ◀ or ▶ navigation key to adjust the delay in five-second increments.



NOTE: The minimum delay is five seconds and the maximum delay is 45 seconds. The default setting is 15 seconds.

8. Press **Save** to accept the change and display the Admin Settings screen.



NOTE: The screen shown in Figure 38 displays when a call is received.



Call Forward - No Answer to an Outside Line

You may use the Telephone Line to Telephone Line Call Timer to limit the duration of calls transferred to outside lines, because they use two of your telephone lines. (See Telephone Line to Telephone Line Call Timer [“Basic Settings” on page 63.](#))

► To forward all unanswered calls to an outside line:

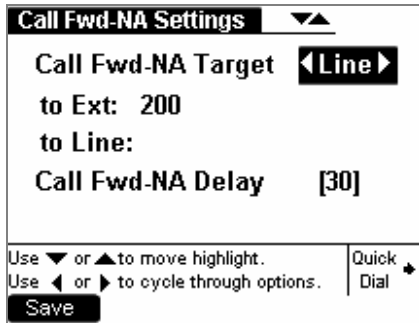


Figure 39. Call Fwd-NA Settings

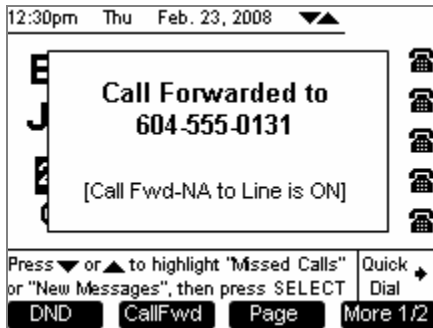


Figure 40. Call Forward Confirmation

1. Perform the [“To display the Admin Settings menu:”](#) procedure on [page 37.](#)
2. Press **1** on the dial pad to display the **Call Fwd-NA Settings** screen shown in Figure 39, with the current Call Forward target in the top field.
3. Press the ◀ or ▶ navigation key until ◀ **Line** ▶ is highlighted, as shown in Figure 39.
4. Press the ▼ navigation key to move to the **to Line:** editable field. A blinking cursor appears in the number field.
5. Enter in a valid phone number. For outside calls, first dial **9**.
6. Press the ▼ navigation key to highlight **Call Fwd-NA Delay**.
7. Press the ◀ or ▶ navigation key to adjust the delay in five-second increments.



NOTE: The minimum delay is five seconds and the maximum delay is 45 seconds. The default setting is 15 seconds.

8. Press **Save** to accept the change and display the Admin Settings menu.



NOTE: The screen shown in Figure 40 displays when a call is received.

Fwd/Trans to line

The System Administrator may enable or disable the ability to forward or transfer a call to an external line because these features use two of your telephone lines. This function is enabled by default. Disabling this function prohibits the user from sending a call to an external line via the Gateway.

► To toggle the Forward/Transfer to an external line:

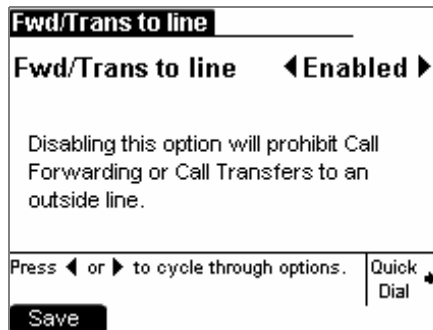


Figure 41. Fwd/Trans to Line

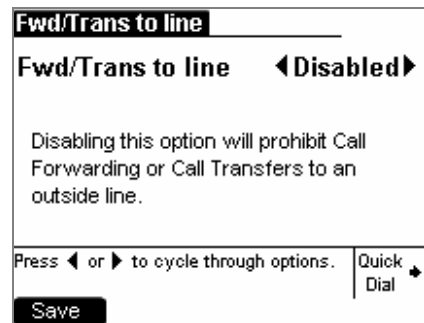


Figure 42. Toggle Fwd/Trans

1. Perform the *"To display the Admin Settings menu:"* procedure on [page 37](#).
2. Press **2** on the dial pad to display the Fwd/Trans to line screen shown in Figure 41, with the current setting in the top field.
3. Press the ◀ or ▶ navigation key to toggle the setting from **Enabled** to **Disabled**, as shown in Figure 42.
4. Press **Save** to accept the changes and return to the Admin Settings screen shown in [Figure 33 on page 38](#).

Restore Default Settings

► **To restore the default settings:**

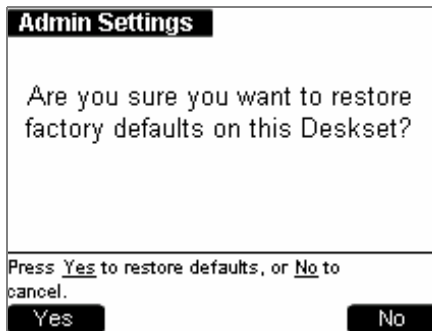


Figure 43. Restore Default

1. Perform the *"To display the Admin Settings menu:"* procedure on [page 37](#).
2. Press **3** on the dial pad to display the Restore Default screen shown in Figure 43.
3. Press **Yes** to confirm.

Restoring defaults deletes the entries in the Directory, Call Log, Redial, Quick Dial, and all user settings configurable through the Deskset. Voicemail messages are not deleted. To view affected settings, see Table 2. See [Backup/Restore Settings on page 91](#) before restoring factory defaults.

Table 2. System Default Settings

Parameter	Selection	Default
Contrast	1-9	5
Backlight	Hi, Lo, Off	Hi
Ring Volume	0-9	3
Ringtones	1-9	1
Key Beeps	On, Off	On

Table 2. System Default Settings (Continued)

Parameter	Selection	Default
Preferred Audio Mode	Speakerphone, Headset	Speakerphone
Current Greeting	Primary, Alternate, Pre-Set	Pre-Set
Call Forward All Target	Ext, VM, Line	VM
Call Forward-No Answer Target	VM, Ext, Line, OFF	VM
Call Forward-No Answer Delay	5-45 (in 5 second increments)	15
Current Name	Personal, Pre-Set	Pre-Set
Voicemail	Enabled, Disabled	Enabled
IP Auto, Static Auto	IP Auto, Static Auto	Auto
Directory List	All, Personal, System, Extension	All
First Name / Last Name toggle	First Name, Last Name	First Name
Admin Password	XXXXXX	12345



IP Settings

► **To display the IP status:**

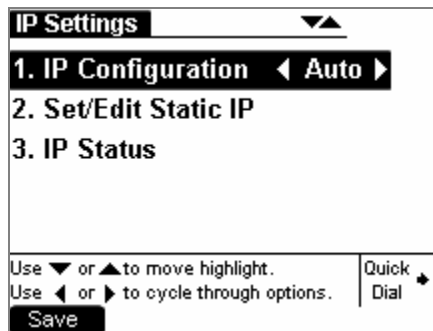


Figure 44. IP Settings

1. Perform the *"To display the Admin Settings menu:"* procedure on [page 37](#).
2. Press **4** on the dial pad to display the IP Settings screen shown in Figure 44.
3. Perform one of the following:
 - a. Press **1** to select **IP Configuration**. See *"To set the IP Configuration or edit the IP Address:"* on [page 48](#).
 - b. Press **2** to select **Set/Edit Static IP**. See *"To set and edit static IP Address:"* on [page 49](#).
 - c. Press **3** to select **IP Status**. See *"To view the IP status:"* on [page 50](#).

IP Configuration

The system defaults to automatically setting the IP address. An Internet Protocol (IP) address is an individual numeric identification assigned to devices on a computer network. Valid IP addresses enable devices on the network to synchronize with each other and enable communication.

IP addresses can be assigned in two ways:

- Automatically by a DHCP server on the network. This IP address is a dynamic assignment; the address is on lease from the DHCP server. The lease is renewed as long as the Gateway remains connected and there is no change to the network. However, if the device is disconnected, or if there is a network or AC power interruption, the lease may not be renewed (i.e. the IP address expires) and a new IP address may be assigned.
- Manually by a System Administrator. This is a static IP address and does not change. If you use a static IP address, you tie up that address. It cannot be used by other devices.

Using a DHCP-assigned address is highly recommended. If a Deskset cannot find a DHCP server on the network, then it assigns itself an IP address. This is called a self-assigned link-local address and begins with the number 169 (169.xxx.xxx).

Each Deskset can temporarily assign itself a 169 IP address if the DHCP server is slow to respond to an IP request. However, the Deskset reverts to the proper IP address if the DHCP server resolves the request.

In the case of a large installation, the DHCP server may take several minutes to respond. This delay may be especially long during initial installation. If a Deskset continues to use a 169 IP address, then it cannot communicate with other devices on the network. In this case, there is a problem with IP address assignment that must be resolved by the Network Administrator. It may be necessary to upgrade your DHCP server equipment to one that can accommodate the required number of SB67010 Gateways, SB67030 Desksets and PCs connected to your network.



► **To set the IP Configuration or edit the IP Address:**

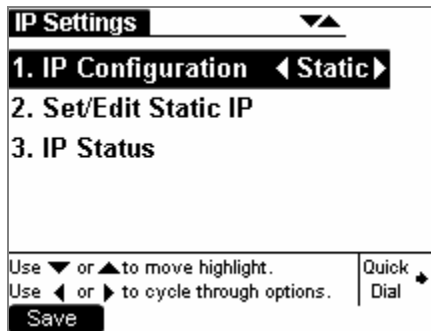


Figure 45. IP Configuration

1. Perform the *"To display the Admin Settings menu:"* procedure on [page 37](#).
2. Press **4** on the dial pad to display the IP Settings menu shown in [Figure 44 on page 46](#).
3. Press **1** to select **IP Configuration**.
4. Press the ◀ or ▶ navigation key to toggle between **[Auto]** and **[Static]**, as shown in Figure 45.
5. Press **Save** to accept the changes and return to the Admin Settings screen shown in [Figure 33 on page 38](#).

Set/Edit Static IP

If your business requires a static IP address, contact your network administrator.

► To set and edit static IP Address:

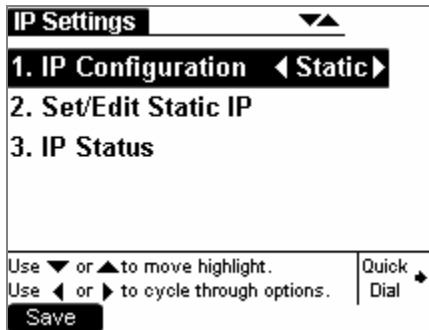


Figure 46. IP Configuration

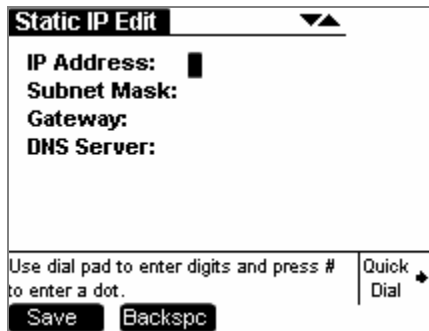


Figure 47. Set/Edit Static IP

1. Perform the *"To display the Admin Settings menu:"* procedure on [page 37](#).
2. Press **4** on the dial pad to display the IP Settings screen shown in Figure 46.
3. Press **2** to display the Static IP Edit screen shown in Figure 47.
4. Enter digits.
 - There is a 12-digit limit on the number field (not including dots)
 - Pressing the pound key (#) inserts a dot.
 - Pressing **Backspace** when the cursor is positioned next to a dot deletes the dot and the digit to the left of the dot.
5. Press the \triangle or ∇ navigation key to cycle through the four different fields.
6. Press **Save** to accept the changes and return to the Admin Settings screen shown in [Figure 33 on page 38](#).



NOTE: IP Address format: Each octet of the IP address ranges from 0 to 255. The system does not check for the accuracy of the address entered. You can enter single or double digits and do not need to use zeros as place-markers. For example, enter "192.168.0.1" instead of "192.168.000.001".

IP Status

This screen is for informational purposes only.

► To view the IP status:

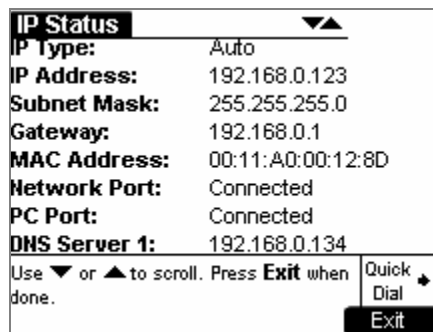


Figure 48. IP Status

1. Perform the *"To display the Admin Settings menu:"* procedure on [page 37](#).
2. Press **4** on the dial pad to display the screen shown in [Figure 44 on page 46](#).
3. Press **3** to display the IP Status screen shown in Figure 48.
4. Press the \triangle or ∇ navigation key to view status entries that are not shown on-screen.



NOTE: The list is not circular, so when you reach the end of the available text, pressing the ∇ navigation key has no effect. If you are at the top of the page, pressing the \triangle navigation key has no effect.

5. Press **Exit** when your review is complete.



Reset User Password

Having a user password is not required. If you want to eliminate the need for a user password, or if you want to clear the user password so you can enter a new one, you need to reset the user password.

► To reset the user password:

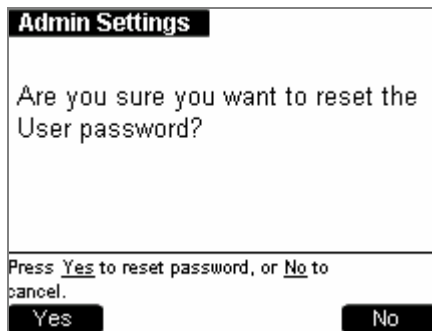


Figure 49. Reset User Password

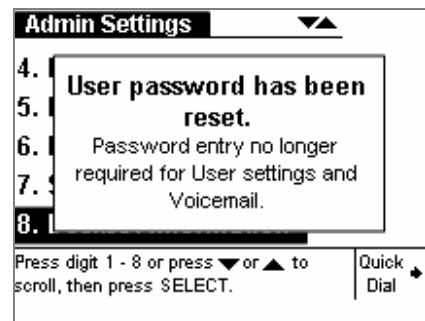


Figure 50. User Password Cleared

1. Perform the *"To display the Admin Settings menu:"* procedure on [page 37](#).
2. Press **5** to begin the password reset process. The confirmation screen shown in Figure 49 displays.
3. Press **Yes** to confirm password reset.

The screen shown in Figure 50 appears informing you that the password has been reset.



NOTE: You can now access User Settings and Voicemail without entering a password.

Software Upgrade



NOTE: The Admin Settings menu contains six entries. To view the **Upgrade Software** entry, it is necessary to press the ∇ navigation key.

► **To access the Software upgrade feature:**

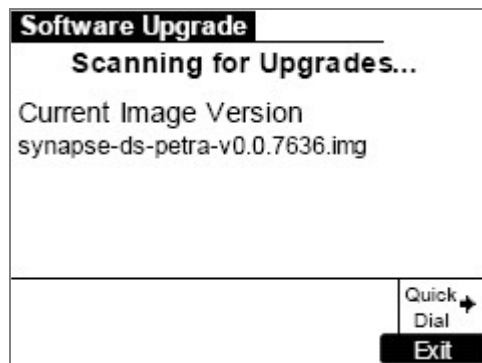


Figure 51. Software Upgrade

1. Perform the *"To display the Admin Settings menu:"* procedure on [page 37](#).
2. Press **6** to display the screen shown in Figure 51. The system scans for an upgrade.
 - If an upgrade is available, the screen shown in Figure 52 displays.



Figure 52. Upgrade Available

► **To access the Software upgrade feature: (Continued)**

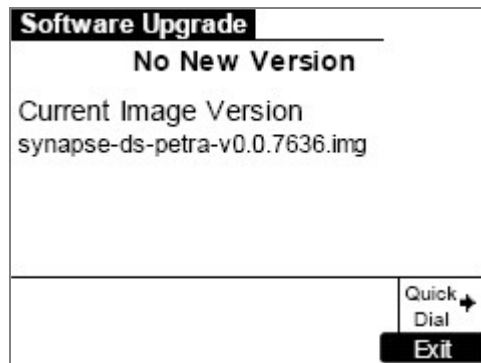


Figure 53. No New Version

- If no upgrade is available the screen shown in Figure 53 displays.
3. Press **Upgrade** to install the upgrade. The screen shown in Figure 54 displays.
 4. Press **Exit** when the upgrade is complete to return to the User Settings menu.

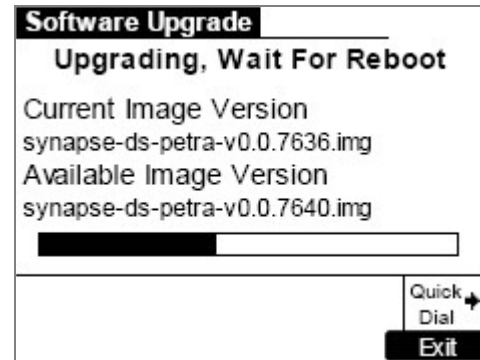


Figure 54. Upgrade Complete

The Deskset will automatically reset at the end of the software upgrade process. If a PC is connected to the Deskset that you are using, any network traffic involving that PC will halt until the Deskset has resumed operation. Avoid updating the Deskset when the user is likely to be at the workstation.

Deskset Reset

Press the **RESET** button shown in Figure 55 by inserting a pen or paper clip into the hole and applying pressure to the button.

- Pressing the **RESET** button for less than five seconds reboots the Deskset (your user settings are unaffected).
- Pressing the **RESET** button for more than five seconds resets the Deskset to factory defaults and clears the system configuration (your user settings, Personal directory list, and the extension number). This is a complete reset, unlike the **Restore Default Settings** option in **Admin Settings** on the Deskset.

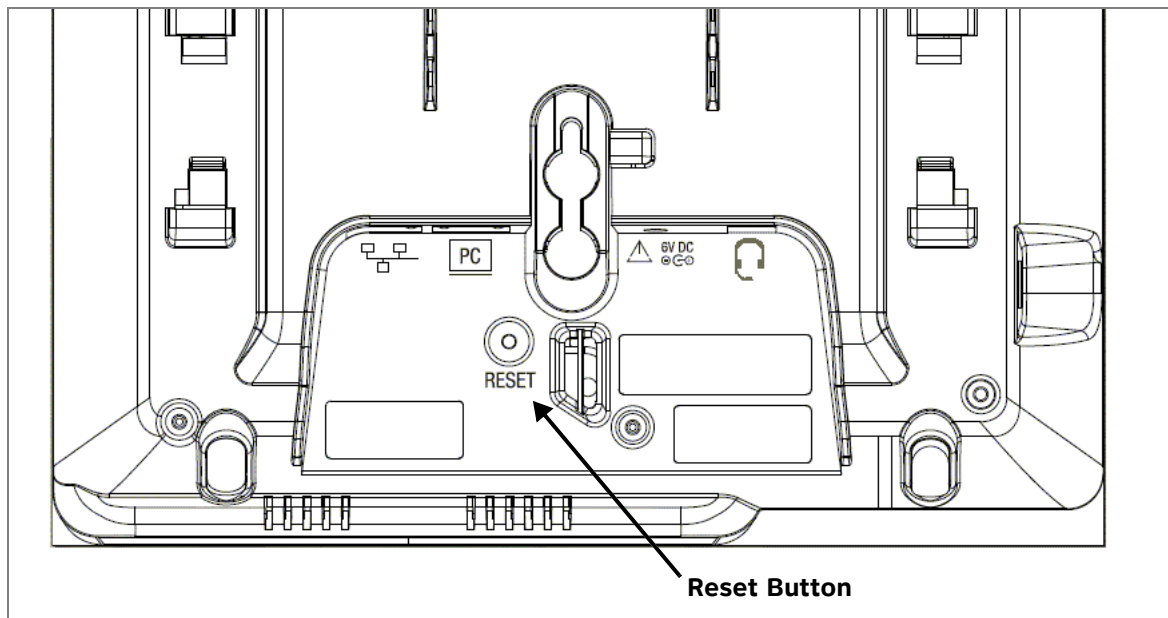
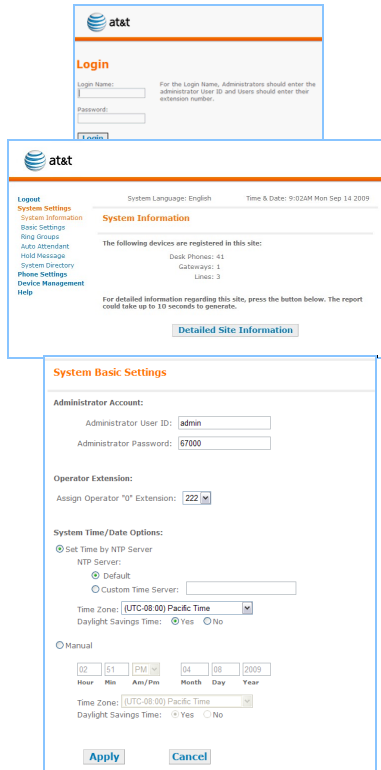


Figure 55. Deskset Reset Button

- If you are concerned about accidentally erasing all data, simply unplugging the power cord, then plugging it back in will also power cycle and reboot the unit.

SYSTEM CONFIGURATION



The figure shows two screenshots of the AT&T WEBUI. The top screenshot is the 'Login' page, which has a 'Login Name' field, a 'Password' field, and a 'Login' button. A note states: 'For the Login Name, administrators should enter the administrator user ID and users should enter their extension number.' The bottom screenshot is the 'System Basic Settings' page. It features a sidebar with navigation links: 'Login', 'System Settings', 'System Information', 'Basic Settings', 'Ring Groups', 'Auto attendant', 'Hold Message', 'System Directory', 'Phone Settings', 'Device Management', and 'Help'. The main content area is titled 'System Information' and displays 'The following devices are registered in this site:' with a table showing 'Desk Phones: 41', 'Gateways: 1', and 'Lines: 3'. Below this is a 'Detailed Site Information' button. The 'System Basic Settings' section includes 'Administrator Account' (User ID: admin, Password: 67000), 'Operator Extension' (Assign Operator "0" Extension: 222), and 'System Time/Date Options' (Set Time by NTP Server, NTP Server: Default, Time Zone: (UTC-08:00) Pacific Time, Daylight Savings Time: Yes). At the bottom are 'Apply' and 'Cancel' buttons.

The Web User Interface (WEBUI) shown in [Figure 58 on page 57](#) allows you to configure certain system functions such as global settings and the System Directory. The WEBUI is embedded in every SB67030 Deskset and SB67010 PSTN Gateway.



CAUTION: *In most cases there are multiple settings on one page. Changing a setting does not instantly apply the new value. Click **Apply** on the WEBUI to save all changes on that page.*



CAUTION: *Only one person at a time should log in as the System Administrator to prevent unintentional overwriting of changes.*



NOTE: Changes made on the WEBUI are transmitted to all Desksets when applied. If changes are being made at the Deskset and WEBUI simultaneously, a first-come-first-served policy on resource allocation applies. System configuration changes are transmitted globally when the session ends, either by pressing **Save** on the Deskset or clicking **Apply** on the WEBUI.



The WEBUI

The WEBUI consists of web pages with editable settings that allow you to administer the System. See ["System Configuration" on page 55](#) for more details. The WEBUI consists of:

["Web User Interface \(WEBUI\) Overview" on page 57](#)

["System Settings" on page 60](#)

- ["Viewing System Information" on page 61](#)

- ["Basic Settings" on page 63](#)

- ["Ring Groups" on page 66](#)

- ["Auto Attendant Overview" on page 69](#)

- ["Hold Message" on page 81](#)

- ["System Directory" on page 83](#)

["Phone Settings" on page 84](#)

- ["Basic Settings" on page 85](#)

- ["Station Directory" on page 87](#)

- ["Quick Dial Keys" on page 89](#)

["Device Management" on page 90](#)

- ["Backup/Restore Settings" on page 91](#)

- ["Upgrade Device" on page 96](#)

- ["Device Log" on page 97](#)

["Product Registration" on page 98](#)

["Help" on page 99](#)



Web User Interface (WEBUI) Overview

Once a Gateway and at least one Deskset are connected to the LAN, you can use the Web User Interface (WEBUI) to administer the system. Only one person should log in as System Administrator at a time to prevent accidentally overwriting and losing intended changes. This guide provides WEBUI access information for System Administrators.



WEBUI information for users is contained in the "AT&T SB67030 Deskset User's Guide".

► To access the browser interface:

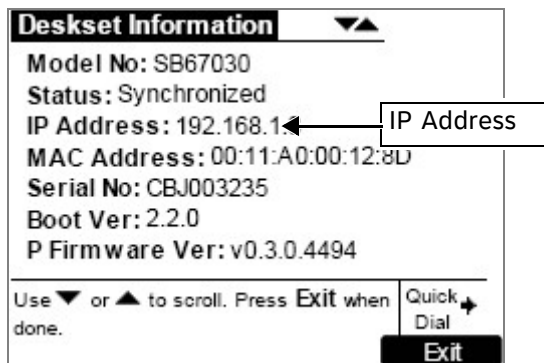


Figure 56. Deskset Information Screen

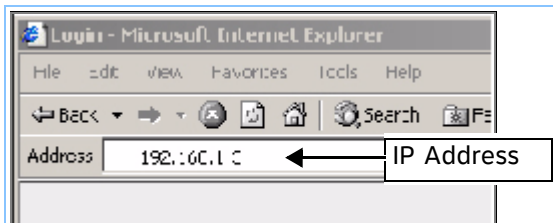


Figure 57. Browser Entry

1. Press **MENU** on the Deskset.
2. Press **4** on the dial pad to display the Deskset Information screen shown in Figure 56.
3. Find your IP Address on the Deskset Information screen.
4. Open a browser. AT&T recommends Internet Explorer 6 or higher for best performance. The PC must be on the same subnet as the Deskset.
5. Type the Deskset IP address in the address bar, as shown in Figure 57, and press **ENTER**. The browser displays a login screen as shown in Figure 58.
6. Enter **admin** in the **Login Name:** field and **12345** in the **Password** field, then click **Login**. You may change your Admin ID and password once you are logged in.

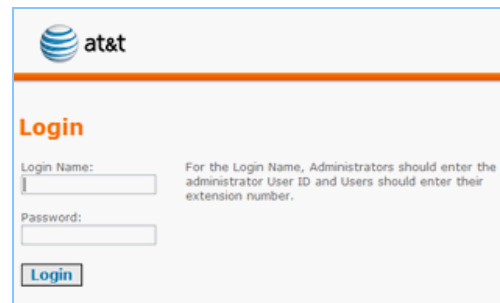
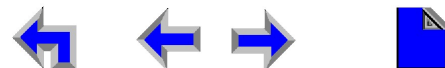


Figure 58. Login





CAUTION: *Only one person at a time should log in as the System Administrator to prevent unintentional overwriting of changes.*

If changes are being made from a Deskset and WEBUI simultaneously, they are applied on a first-come-first-served basis. As system configuration is session-based, changes are only transmitted globally when the session ends (either by pressing **Save** on the Deskset, or clicking **Apply** on the WEBUI).



CAUTION: *In most cases there are multiple settings on one page. Changing a setting does not instantly apply the new value. Clicking the **Apply** button saves all changes on that page.*

Click topics from the navigation list on the left side of the WEBUI to see them. You view and change settings in two different types of fields, drop-down menus and entry fields into which you type information. For your security, the WEBUI times out after 10 minutes, so if it is idle for that time, you must log in again.



Error Handling

If you type an invalid value into one of the WEBUI fields and click **Apply**, the page is not saved. The WEBUI displays an error message at the top of the page. The field with the incorrect value is highlighted, as shown in Figure 59.

The screenshot displays the AT&T SB67010 Gateway WEBUI interface. At the top, it shows 'System Language: English' and 'Time & Date: 3:39PM Fri Mar 20 2009'. On the left is a navigation menu with links: Logout, System Settings (highlighted), System Information, Basic Settings, Language, Ring Groups, Auto Attendant, Hold Message, System Directory, Device Management, Phone Settings, Help, Upgrade Device, and Device Log. The main content area is titled 'System Basic Settings'. A red error message at the top states: 'The form could not be saved. There are data validation errors. Please fix the highlighted fields and try again.' An arrow points from a box labeled 'Error Message' to this text. Below the message, under the heading 'Administrator Account:', there are two input fields. The first, 'Administrator User ID:', contains the text 'admin'. The second, 'Administrator Password:', contains 'fsdfsd' and is highlighted in yellow. An arrow points from a box labeled 'Invalid Entry' to this highlighted field.

Figure 59. WEBUI Error Indication

System Settings

Use the WEBUI to make changes to the System Settings.



CAUTION: *When making changes to the System Settings through the WEBUI, ensure that no one is using an extension. It is a good idea to block off a time period for system configuration and inform all users not to make any calls during that time or make the changes after office hours.*

The System Settings consist of:

- ["Viewing System Information" on page 61](#)
- ["Basic Settings" on page 63](#)
- ["Ring Groups" on page 66](#)
- ["Auto Attendant Overview" on page 69](#)
- ["Hold Message" on page 81](#)
- ["System Directory" on page 83](#)
- ["Basic Settings" on page 85](#)
- ["Station Directory" on page 87](#)
- ["Quick Dial Keys" on page 89](#)
- ["Device Management" on page 90](#)
- ["Backup/Restore Settings" on page 91.](#)



Viewing System Information

► **To view system information:**

1. Log in as administrator. The System Information screen shown in Figure 60 displays.
2. Click **System Settings** in the left navigation menu to see the screen at any time from within the WEBUI.
3. Click **System Information** to display the **Desk Phones**, **Gateways**, and **Lines**.
4. Click [Detailed Site Information](#) so you can see the MAC addresses and other information specific to each device, as shown in [Figure 61 on page 62](#). There may be a delay as the system gathers information.



Figure 60. Menu - System Information

System Information

The following devices are registered in this site:

System Site ID: 12345678

Desk Phones: 19

Gateways: 1

Lines: 1

For detailed information regarding this site, press the button below. The report could take up to 10 seconds to generate.

Detailed Site Information

Device Type	Ext/Line Numbers	Mac Address	Model	Connected
Deskset	200	00:11:A0:09:F1:9D	SB67030	Y
Deskset	201	00:11:A0:09:F4:FB	SB67030	Y
Deskset	202	00:11:A0:09:F2:14	SB67030	Y
Deskset	203	00:11:A0:09:F2:1A	SB67030	Y
Deskset	204	00:11:A0:09:F1:AC	SB67030	N
Deskset	205	00:11:A0:09:F2:C9	SB67030	Y
Deskset	206	00:11:A0:09:F2:7D	SB67030	Y
Deskset	207	00:11:A0:09:F1:E6	SB67030	Y
Deskset	208	00:11:A0:09:EF:CD	SB67030	Y
Deskset	209	00:11:A0:09:F2:BB	SB67030	Y
Deskset	210	00:11:A0:0B:FE:72	SB67030	Y
Deskset	211	00:11:A0:09:F2:34	SB67030	Y
Deskset	212	00:11:A0:09:F2:80	SB67030	Y

Figure 61. Expanded System Information

Basic Settings

► To view or modify the system Basic Settings:

System Basic Settings

Administrator Account:

Administrator User ID:

Administrator Password:

Operator Extension:

Assign Operator *0* Extension:

Telephone Line To Telephone Line Call Timer:

Maximum Call Duration:

System Time/Date Options:

If you are changing the time settings, please ensure the system is idle and not in use before continuing.

☒ Set Time by NTP Server

NTP Server:

☒ Default

☐ Custom Time Server:

Time Zone:

Daylight Savings Time: ☒ Yes ☐ No

☐ Manual

Hour Min Am/Pm Month Day Year

Time Zone:

Daylight Savings Time: ☒ Yes ☐ No

Figure 62. System Basic Settings Menu

1. Click **Basic Settings** in the left navigation menu to access the System Basic Settings screen shown in Figure 62.
2. Change the **Administrator User ID** and/or **Administrator Password**. The **Administrator User ID** and/or **Administrator Password** is limited to four to six digits. Values outside this range generate an error message.
3. Although the default extension for the operator is 200, any Deskset can be designated as the operator station. Incoming calls are forwarded to the operator station if the caller presses **0** (zero) while in the Auto Attendant.
 - a. Click the drop-down list under **Operator Extension**.
 - b. Select the extension to assign as operator. The default is 200.
 - c. To disable the operator extension, see [“Auto Attendant Overview” on page 69](#).

► To view or modify the system Basic Settings: (Continued)

System Time/Date Options:

☒ Set Time by NTP Server

NTP Server:

☒ Default

☐ Custom Time Server:

Time Zone: (UTC-08:00) Pacific Time ▼

Daylight Savings Time: ☒ Yes ☐ No

☐ Manual

Hour: 02 Min: 51 Am/Pm: PM Month: 04 Day: 08 Year: 2009

Time Zone: (UTC-08:00) Pacific Time ▼

Daylight Savings Time: ☒ Yes ☐ No

Apply

Cancel

Figure 63. Basic Settings - System Time/Date

4. Use the **Telephone Line to Telephone Line Call Timer** feature to limit the duration of forwarded incoming calls to non-system phone numbers, such as to cell phones. When you forward these calls, two of your phone lines are in use for the duration of the forwarded call, one for the incoming call and one for the call to the forwarded line. The default time is 30 minutes and the range is from 15 to 120 minutes.
5. The time can be automatically set from the online NTP Server (recommended) or you can set it from the WEBUI. The time defaults to Daylight Savings Time set by the NTP Server, but you can specify another server. If you have the time set by another server, enter whether your area observes Daylight Savings Time.



NOTE: Before changing the system time or date, make sure that there are no calls in progress or some extensions' time may not be updated.

- Locate **System Time/Date Options:**, as shown in Figure 63.
- Click the **Set Time by NTP Server** button:
 - a. Click the **Default** button to set the time automatically from the Network Time Protocol (NTP) server.
 - b. Click the **Custom Time Server:** button if you have your own time server and enter the URL into the field.



► **To view or modify the system Basic Settings: (Continued)**

System Time/Date Options:

☒ Set Time by NTP Server

NTP Server:

☒ Default

☐ Custom Time Server:

Time Zone: (UTC-08:00) Pacific Time ▼

Daylight Savings Time: ☒ Yes ☐ No

☐ Manual

02 51 PM 04 08 2009

Hour Min Am/Pm Month Day Year

Time Zone: (UTC-08:00) Pacific Time ▼

Daylight Savings Time: ☒ Yes ☐ No

Apply

Cancel

Figure 64. Basic Settings - System Time/Date

- c. Select your time zone from the **Time Zone:** drop-down menu.
- d. Click the **Yes** or **No** button for **Daylight Savings Time:**.

OR

- Click the **Manual** button.
 - a. Enter the current time and date information to set your own time.
 - b. Select your time zone from the **Time Zone** drop-down menu.
 - c. Click the **Yes** or **No** button for **Daylight Savings Time:**.

6. Click **Apply**.

Ring Groups

Extensions can be grouped together to form up to 10 ring groups. For example, all extensions in the sales department could be defined as a ring group. Incoming calls may be forwarded to a particular ring group through the Auto Attendant. When the call is forwarded, all extensions assigned to the group ring. See [“Auto Attendant Menu Choices” on page 77](#) for information on using ring groups in the Auto Attendant. Ring groups can only be accessed through an Auto Attendant command entered by an external caller. The user cannot call a ring group internally. You can designate one extension for forwarding when no one answers a ring group call, so its voicemail can record a message.

► To change the Ring Group settings:

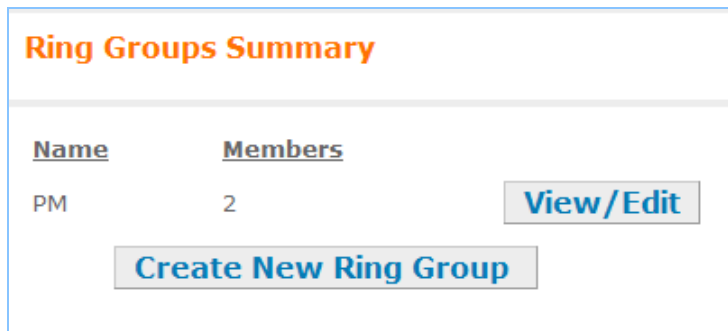


Figure 65. Ring Group Menu

1. Log in as administrator. The System Information screen shown in [Figure 62 on page 63](#) displays.
2. Click **System Settings** in the left navigation menu to access the screen at any time from within the WEBUI.
3. Click in the left navigation menu to access the Ring Groups menu, as shown in Figure 65.
4. Click [Create New Ring Group](#) to create a new ring group. The Create Ring Group page displays, as shown in [Figure 66 on page 67](#).

OR

To view or edit a ring group, click [View/Edit](#). The Edit Ring Group page displays, as shown in [Figure 67 on page 68](#).

► To create a Ring Group:

Create Ring Group

Ring Group Name:

Ring Group No Answer:

Target: ☒ Off ☐ Voicemail ☐ Extension

Target Extension:

Seconds before Forwarding:

Ring Group Members:

Available Extensions: 200, 201, 202, 203, 204, 205, 206, 207

Ring Group Members:

Figure 66. Create Ring Group Menu

1. Enter an appropriate name for the new ring group.
 2. Select the **Target:** for the ring group under **Ring Group No Answer:**
 - Select **Off** to let the ring group ring until the call is answered or the caller hangs up.
 - Select **Voicemail** and enter a **Target Extension:** in the text box to assign an extension's Voicemail to answer calls after the number of seconds you choose for **Seconds before Forwarding:**

If you select the **Voicemail** option, the target extension does not ring after the **Seconds before Forwarding:**. The call goes directly to Voicemail.

 - Select **Extension** to forward the call to the **Target Extension:** entered in the text box after the number of seconds you choose for **Seconds before Forwarding:**
 3. Select the extensions that should be in the ring group from the **Available Extensions** drop-down menu and click . (See ["Ring Groups" on page 66](#) for more information on ring groups.) If no one answers the call at any of the ring group extensions, the call is forwarded according to that extension's Call Forward No Answer settings. If there is no Call Forward No Answer target set, the ring group rings forever.
 4. Click to save these settings when you are done.
- The new ring group appears on the Ring Groups Summary page.

► To edit a Ring Group:

Edit Ring Group

Name:

<p>Available Extensions</p> <div style="border: 1px solid gray; padding: 5px; min-height: 150px;"> 273 390 536 </div>	<p>Add ></p> <p>< Delete</p>	<p>Ring Group Members</p> <div style="border: 1px solid gray; padding: 5px; min-height: 150px;"> 203 249 324 385 515 </div>
-------------------------------------------------------------------------------------------------------------------------------	------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------

Figure 67. Edit Ring Group Menu

1. Verify that the desired ring group name displays. (See ["Ring Groups" on page 66](#) for more information on ring groups.)

2. Select an Available Extension. Then click to add a ring group from this page.

OR

Select a Ring Group Member. Then click to delete a ring group from this page.

3. Click to save these settings when you are done.

Auto Attendant Overview

Use the Auto Attendant to automatically answer incoming calls. Depending on your system setup, your callers hear an opening menu providing instructions that allow them to use a touch-tone telephone to reach the appropriate person, ring group, Company Directory, or operator. This menu can be different at different times of the day (day, night, and lunch). If you disable the Auto Attendant, all incoming calls ring only at the operator extension, which defaults to Extension 200.

Figure 68 shows the Auto Attendant submenus.

The figure displays two side-by-side screenshots of the AT&T system administrator interface, specifically the Auto Attendant submenus. Both screenshots show the AT&T logo at the top left and the system language and time/date at the top right.

Left Screenshot: Auto Attendant General Settings

- System Language:** English
- Time & Date:** 9:01AM Tue Oct 13 2009
- Enable Auto Attendant:**
 - ☐ Scheduled (Day and Night menu are scheduled as defined below)
 - ☒ Manual **Day Menu**
 - ☐ Off (All calls to Operator)
- Opening Menu Selection:**
 - Opening Day Menu: **Wch main**
 - Opening Lunch Menu: **Default Menu**
 - Opening Night Menu: **Default Menu**
- Schedule for Day/Night Menus:**

	Day Start	Night Start
Mon	07:00 AM	07:00 PM
Tue	07:00 AM	07:00 PM
Wed	07:00 AM	01:00 PM
Thu	07:00 AM	07:00 PM
Fri	07:00 AM	07:00 PM
Sat	... 00 AM	... 00 AM
Sun	... 00 AM	... 00 AM

Right Screenshot: Auto Attendant Menu Editor

- System Language:** English
- Time & Date:** 9:16AM Tue Oct 13 2009
- Select Menu to Edit:** **Create New Menu** **Delete Menu**
- Menu Name:** [Text Field]
- Voice Prompt:** **Play/Record**
- Enable Direct Dial:** ☒ On ☐ Off
- Enable Operator:** ☒ On ☐ Off
- Press 1:** None **Press 2:** None
- Press 3:** None **Press 4:** None
- Press 5:** None **Press 6:** None
- Press 7:** None **Press 8:** None
- Press 9:** None **Press 0:** None
- Press *:** None **Press #:** None

Figure 68. Auto Attendant Submenus

Auto Attendant Configuration

Use the Auto Attendant General Settings menu shown in [Figure 68 on page 69](#) to configure Auto Attendant Timing, Opening menu, and the Auto Attendant schedule.

► To set up the Auto Attendant Timing:

1. Click **Auto Attendant** in the left navigation menu.
2. To set whether the system or the operator answers the phone, and to set the times for different opening messages to callers, locate **Enable Auto Attendant:**, shown in Figure 69.
3. Click one of the Enable Auto Attendant buttons.
 - Click the **Scheduled** button to automatically change the message with the time of day. You cannot automatically set or schedule Lunch mode.

OR

- Click the **Manual** button to immediately change to a different time mode.
 - a. To choose a mode, click on the drop-down list beside this option and select **Day Menu**, **Night Menu**, or **Lunch Menu**. The default is **Day Menu**.
 - b. Select the menu you created for that time from the appropriate **Opening Menu Selection:**.

OR

- Click the **Off** button to direct calls to the operator station instead of the Auto Attendant.
4. Click **Apply** to save the settings.

Auto Attendant General Settings

Enable Auto Attendant:

- ☐ Scheduled (Day and Night menu are scheduled as defined below)
- ☒ Manual Day Menu ▼
- ☐ Off (All calls to Operator)

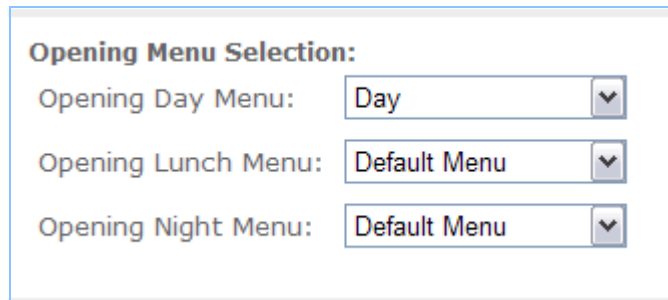
Figure 69. Auto Attendant Menu

Opening Menu Selection

The opening menu is what callers hear when the Auto Attendant answers an incoming call. If you have not created custom opening menus (see [“Creating Auto Attendant Menus” on page 73](#)), the opening menu for each mode is set to the default menu, as shown in Figure 70. The default prompt is: “Enter the extension number or enter 0 for the operator”.

1. Once an opening menu has been created, go to **Opening Menu Selection** and choose the menu for that time from the drop-down box.
2. A custom menu can be selected, regardless of the intended mode (day, lunch, or night).

You can also create other menus that callers can choose by pressing dial keys on their phone. For instance, callers might choose to access a menu announcing your hours of operation.

The screenshot shows a configuration window titled "Opening Menu Selection:". It contains three rows, each with a label and a drop-down menu. The first row is "Opening Day Menu:" with a drop-down menu showing "Day". The second row is "Opening Lunch Menu:" with a drop-down menu showing "Default Menu". The third row is "Opening Night Menu:" with a drop-down menu showing "Default Menu". Each drop-down menu has a small downward-pointing arrow on the right side.

Opening Menu Selection:	
Opening Day Menu:	Day
Opening Lunch Menu:	Default Menu
Opening Night Menu:	Default Menu

Figure 70. Opening Menu Selection

► **To set up the Auto Attendant Schedule:**

Schedule for Day/Night Menus:

	Day Start	Night Start
Mon	07 00 AM	07 00 PM
Tue	07 00 AM	07 00 PM
Wed	07 00 AM	07 00 PM
Thu	07 00 AM	07 00 PM
Fri	07 00 AM	07 00 PM
Sat	... 00 AM	... 00 AM
Sun	... 00 AM	... 00 AM

Apply Cancel

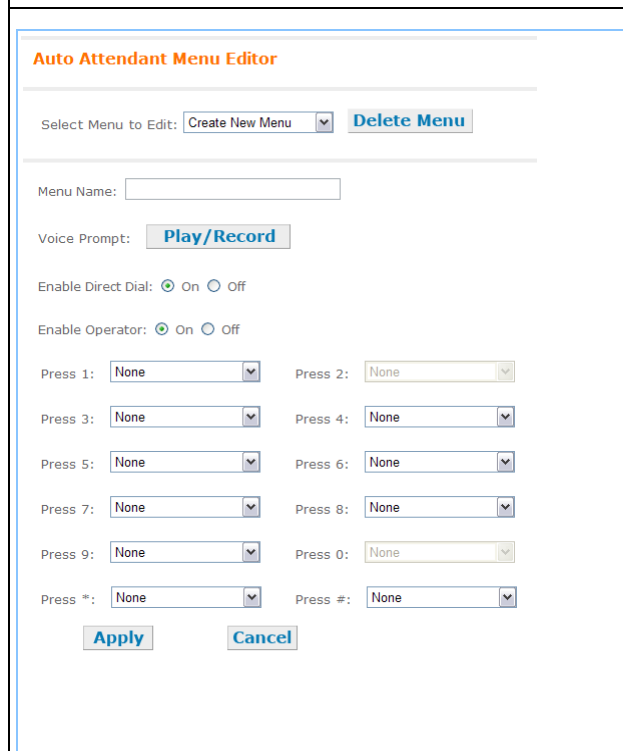
Figure 71. Auto Attendant Schedule Day/Night Menus

- The bottom portion of the partial screen shown in [Figure 70 on page 71](#) is shown in Figure 71. Use it to set the start times for day and night modes for each day of the week, or you can accept the default times. Click on the drop-down boxes to adjust the time.
- Minutes are set in five-minute increments.
- The three dots (...), as shown in the hour drop-down box for Sunday in Figure 71, extend the previous mode. In this case, all of Saturday and Sunday operate in night mode that started on Friday under **Night Start**.

Creating Auto Attendant Menus

You can create up to 20 menus that consist of recordings the callers hear and lists of actions they can take. To create the menus, plan what you want callers to be able to do. Write down the first announcement you want your callers to hear during daytime calls. These announcements are part of menus that you create. Use the Auto Attendant Menu Editor to provide your callers with choices by creating menus.

► To create or edit a menu:



The screenshot shows the 'Auto Attendant Menu Editor' window. At the top, there's a title bar with the text 'Auto Attendant Menu Editor'. Below the title bar, there's a section for 'Select Menu to Edit:' with a dropdown menu set to 'Create New Menu' and a 'Delete Menu' button. Below this is a 'Menu Name:' text field. Underneath is a 'Voice Prompt:' section with a 'Play/Record' button. Further down are two radio button options: 'Enable Direct Dial:' (set to 'On') and 'Enable Operator:' (set to 'On'). Below these are ten dropdown menus labeled 'Press 1:' through 'Press 10:'. Each dropdown menu currently shows 'None'. At the bottom of the form are two buttons: 'Apply' and 'Cancel'.

Figure 72. Auto Attendant Menu Editor

1. Click **Auto Attendant** in the left navigation menu to access the sub menus.
2. Click **Menus** in the left navigation menu, to display the menu shown in Figure 72.
3. You can add or edit a menu.
 - To add a new menu (you can define up to 20 menus):
 - a. Click on the drop-down box and select **Create New Menu**, as shown in Figure 72.
 - b. Give the menu a name that will help you remember its purpose. For instance, if you create a menu listing your business hours, you might call it "hours".
 - To edit an existing menu:
 - a. From the drop-down box, select the menu that you want to edit.
 - b. Change the name, as desired.

► To create or edit a menu: (Continued)

4. Click **Play/Record** to record the menu voice prompt. The menu shown in [Figure 74 on page 76](#) appears.
 - a. Select an extension to be used for recording the prompt.
 - b. Follow the procedure on the screen to record a prompt. Hang up before you click **Save Recording**.
- Set Direct Dial:

Click the **Enable Direct Dial On** button shown in [Figure 72 on page 73](#) to allow callers to directly dial users' extensions. Callers cannot press **2** for other actions.
- Enable the operator:

Click the **Enable Operator On** button shown in [Figure 72 on page 73](#) to allow callers to press zero (**0**) to reach the operator, (defaulting to Extension 200). Callers cannot press **0** for other actions.
- Set the numeric key values:
 - Program an action for digits **1,3,4,5,6,7,8**, and **9**, and * (star) and # (pound) as needed. (See ["Auto Attendant Menu Choices" on page 77.](#))



NOTE: If no digit keys are pressed a few seconds after the voice prompt, the voice prompt replays. After replaying the voice prompt a few times, the Auto Attendant hangs up the call.

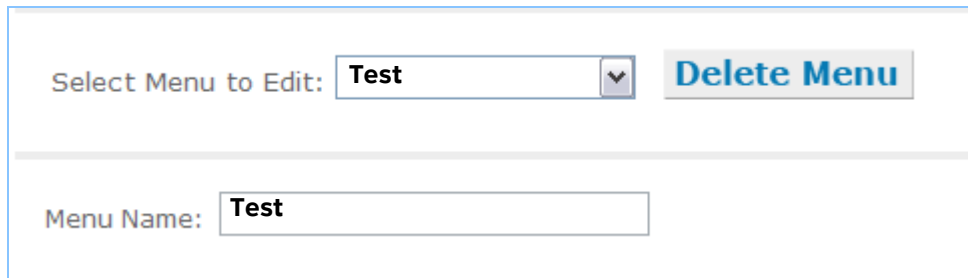


NOTE: If the caller hangs up the phone, the Auto Attendant stops.



► **To delete a current menu:**

1. Select the menu name from the drop-down list.
2. The selected menu name appears in the **Menu Name:** dialog box as shown in Figure 73.
3. Click **Delete Menu**.



Select Menu to Edit: Test ▼ **Delete Menu**

Menu Name: Test

Figure 73. Auto Attendant Delete Menu

Auto Attendant Voice Prompts

► To record Auto Attendant voice prompts:

1. Select the extension to be used for the recording:

200

2. OPTIONAL - Use the box on the right to write a script for your recording.

3. When you are ready to start recording, press the Start Recording button. Remember to come back to this page and press Save.

4. The extension selected will begin ringing. Pickup the handset to begin the prompt recording session. Follow the voice instructions given through the handset.

5. After you've completed recording the prompt, hang up the handset.

6. Now press the Save Recording button to save the new voice prompt.

7. If at any time you wish to cancel the recording, hang up the handset and press the Cancel button.

Start Recording **Save Recording** **Cancel**

Figure 74. Auto Attendant Voice Prompts

1. Perform the procedure shown in Figure 74.

- You need to identify an extension from which to record the voice prompts so you can use the telephone microphone for recording.
- The selected extension will ring. Lift the Handset to hear recording instructions.

2. Press **Save Recording** when you are done. You return to the Auto Attendant Menu Editor so that you can add actions to the menu.

Here is an example of an opening daytime script which could be part of the Opening Day Menu:

"This is the Widget Company. If you know your party's extension, dial it now. For a list of salespeople, press 1. For customer service, press 3. To hear a recording of our hours, press 9. To hear our company directory, press 0."

Then if the caller presses **1**, they may hear, "For North America Press **1**, For Asia, Press **3**." When you record this menu, you might want to call it the "sales team" menu, which could be used in the Opening Day Menu.

Auto Attendant Menu Choices

To associate an action with a digit key (**Press 1:**, **Press 2:**, **Press 3:**), select the action from the drop-down menu described in Table 3. When the caller presses that key, the described action occurs. Create as many actions as you wish. Click [Apply](#) when done.

Table 3. Auto Attendant Menu Choices

Menu Choice	Action
None	No action.
Replay	Replays the current message.
Directory	Accesses the Company Directory. See "Name Recording for Auto Attendant Company Directory" on page 78 and "Basic Settings" on page 85 .
Previous Menu	Plays the previous menu.
Opening Menu	Plays the opening menu.
Default Menu	Plays the assigned default menu.
<Menu Name>	Accesses other menus that you have created and named. Select any Menu that you have created to establish a navigational tree.
<Ring Group>	Sends the call to a ring group that you have created and named. When callers select a ring group, every extension in that group rings.
<Extension>	Sends the call directly to a specific extension.

Name Recording for Auto Attendant Company Directory

Either the administrator or the individuals can create name recordings at the Desksets. When Directory is enabled in Auto Attendant, these recordings are played back to callers to confirm their directory lookups.

► To record a personal name:



Figure 75. Menu

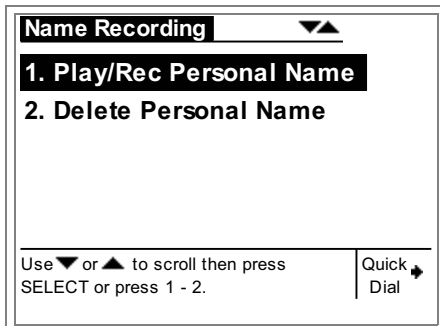


Figure 78. Name Recording

1. Press **MENU** to display the Menu screen shown in Figure 75.
2. Press **2** to display the User Settings menu shown in Figure 76.
 - If you have set a user password, the Enter User Password screen shown in Figure 77 displays. Enter your password, and press **SELECT**.
3. Press **4** to display the Name Recording menu shown in Figure 78.

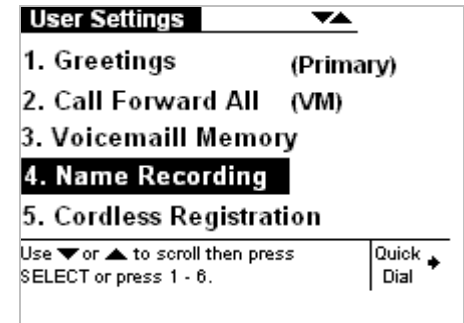


Figure 76. User Settings

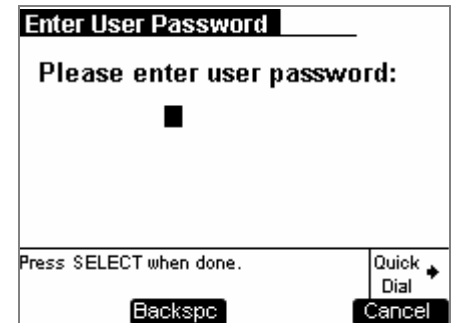


Figure 77. User Password

► To record a personal name: (Continued)

Figure 79. Play/Rec Name

Figure 81. Recording Complete

4. Press **1** to display the Play/Rec Name screen shown in Figure 79.
5. Press **Record** to record a personal name. The screen shown in Figure 80 displays.

You are limited to a 10-second recording; recording stops automatically if you exceed the limit.
6. When you are finished recording, press **Stop**. The screen changes to display **Play** and **Record** as shown in Figure 81.
7. Press **Play** to review the name recording.
8. To return to the User Settings screen shown in [Figure 76 on page 78](#), press **Exit**.

Figure 80. Recording a Name

► **To delete a personal name:**

Name Recording ▼▲

1. Play/Rec Personal Name

2. Delete Personal Name

Use ▼ or ▲ to scroll then press
SELECT or press 1 - 2.

Quick Dial ➔

Figure 82. Name Recording

Name Recording ▼▲

1. Personal Name Deleted.

2. The extension number will be used instead.

Use ▼ or ▲ to scroll then press
SELECT or press 1 - 2.

Quick Dial ➔

Figure 84. Personal Name Deleted

1. Follow steps 1 through 3 of ["To record a personal name:" on page 78](#) to display the Name Recording screen shown in Figure 82.
2. Press **2**. The confirmation screen shown in Figure 83 displays.
3. Press **Yes** to confirm. After the screen in Figure 84 briefly appears, you return to the Name Recording menu shown in Figure 82.

The Extension number will play to callers when they look up your name in the Company Directory.

Name Recording

Are you sure you want to delete your recorded name?

Press Yes to delete or No to cancel.

Yes **No**

Figure 83. Delete Confirmation

Hold Message

You can create a prompt for callers to hear when they are on hold.

► To record an on hold announcement:

1. Log in as administrator. The System Information screen shown in [Figure 60 on page 61](#) displays.
2. Click **Hold Message** in the left navigation menu to display the On-Hold Announcement screen shown in [Figure 85 on page 82](#).
3. From the drop-down menu, select the System extension number you will use to record the prompt.
4. Optional: Type in the script you will narrate in the Script Editor text box.
5. Follow the procedure on the screen to record a prompt.
6. Press **2** to play the current recorded hold prompt.
7. Click **Start Recording** when you are ready to record.
8. Record your message, hang up the phone and click **Save Recording** when you are finished.

► To delete an existing on hold announcement:

1. Log in as administrator. The System Information screen shown in [Figure 60 on page 61](#) displays.
2. Click **Hold Message** in the left navigation menu to display the On-Hold Announcement screen shown in [Figure 85 on page 82](#).
3. Click **Delete Recording**.
4. Select **OK** to confirm deletion.

Record On-Hold Announcement

1. Select the extension to be used for the recording:

Select Extension ▼
2. OPTIONAL - Use the box on the right to write a script for your recording.
3. When you are ready to start recording, press the Start Recording button. Remember to come back to this page and press Save.
4. The extension selected will begin ringing. Pick up the handset to begin the prompt recording session. Follow the voice instructions given through the handset.
5. After you've completed recording the prompt, hang up the handset.
6. Now press the Save Recording button to save the new voice prompt.
7. If at any time you wish to cancel the recording, hang up the handset and press the Cancel button.

Start Recording

Save Recording

Cancel

NOTE: Extension will be unable to make or receive calls while recording, or listening to the recording.

Delete existing On-Hold Announcement

To delete the existing On-Hold Announcement file and use the default On-Hold tone, press the Delete Recording button.

Delete Recording

Script Editor

Figure 85. On Hold Announcement

System Directory

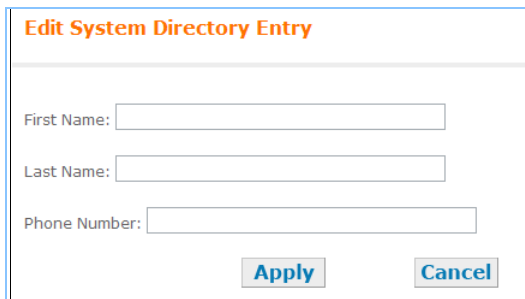
Create a list of phone numbers (referred to as System list on the Deskset) that people at your business frequently call. These numbers are available to all of the extensions.

► To set up the System Directory:



System Directory												
<div> <div>Add New Entry</div> <div>Delete Selected Entries</div> <div>Sort Last Name</div> </div> <table> <tr> <td><input type="checkbox"/></td> <td>ABC Accountants</td> <td>503-555-0194</td> <td>[Edit]</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Angela Martin</td> <td>732-555-7318</td> <td>[Edit]</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Charlie Johnson</td> <td>888-883-2445</td> <td>[Edit]</td> </tr> </table>	<input type="checkbox"/>	ABC Accountants	503-555-0194	[Edit]	<input type="checkbox"/>	Angela Martin	732-555-7318	[Edit]	<input type="checkbox"/>	Charlie Johnson	888-883-2445	[Edit]
<input type="checkbox"/>	ABC Accountants	503-555-0194	[Edit]									
<input type="checkbox"/>	Angela Martin	732-555-7318	[Edit]									
<input type="checkbox"/>	Charlie Johnson	888-883-2445	[Edit]									

Figure 86. System Directory



Edit System Directory Entry

First Name:

Last Name:

Phone Number:

Apply

Cancel

Figure 87. Edit System Directory

1. Click **System Directory** in the left navigation menu to display the menu shown in Figure 86.
2. Click **Add New Entry**.
3. Complete the form shown in Figure 87 with the information indicated.
4. Click **Apply** to save the entry. The System Directory menu appears with the entry added.



NOTE: To edit an entry, on the right side of Figure 86, click **[Edit]** and the screen shown in Figure 87 appears, with the fields populated with the entry to be edited.

Phone Settings

Use the WEBUI to configure basic phone settings.

- ["Basic Settings" on page 85](#)
- ["Station Directory" on page 87](#)
- ["Quick Dial Keys" on page 89](#)



CAUTION: *Change Phone Settings on only one Deskset at a time.*



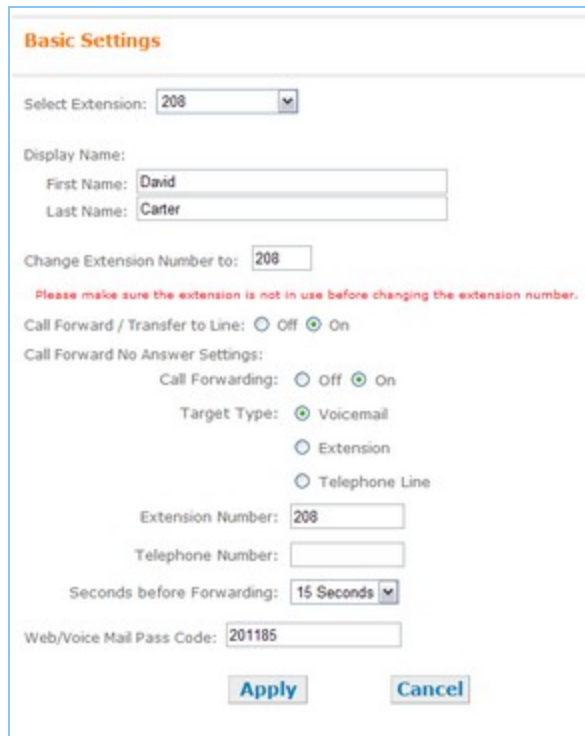
CAUTION: *When making configuration changes to a device using the IP address of another Deskset, ensure that no major changes occur on the Deskset whose IP address is being used. Disruption may cause the configuration changes to fail.*



Basic Settings

The **Phone Settings** can be controlled by individual employees or the administrator. The **Extension Basic Settings** menu displays the settings for an individual extension.

► To set the Phone Settings - Basic Settings:



The screenshot shows the 'Basic Settings' page for extension 208. The interface includes the following fields and options:


- Select Extension:** A dropdown menu with '208' selected.
- Display Name:** Two text input fields for 'First Name' (containing 'David') and 'Last Name' (containing 'Carter').
- Change Extension Number to:** A text input field with '208'.
- A red warning message: 'Please make sure the extension is not in use before changing the extension number.'
- Call Forward / Transfer to Line:** Radio buttons for 'Off' and 'On' (selected).
- Call Forward No Answer Settings:**
 - Call Forwarding:** Radio buttons for 'Off' and 'On' (selected).
 - Target Type:** Radio buttons for 'Voicemail' (selected), 'Extension', and 'Telephone Line'.
- Extension Number:** A text input field with '208'.
- Telephone Number:** An empty text input field.
- Seconds before Forwarding:** A dropdown menu with '15 Seconds' selected.
- Web/Voice Mail Pass Code:** A text input field with '201185'.
- Buttons:** 'Apply' and 'Cancel' buttons at the bottom.

Figure 88. Basic Phone Settings

1. Click **Phone Settings** in the left navigation menu.
2. Select an extension from the **Select Extension** drop-down menu to display the menu shown in Figure 88.
3. **Display Name:** displays the name for the current extension. Callers spell the Display Name using their touch-tone phone when they search for extensions in the Company Directory.

Enter a new name into the **First Name:** and **Last Name:** fields and select **Apply**.
4. If you want to change an extension number, arrange for the extension to be idle and enter the new number into the **Change Extension Number to:** box.
5. Select **Call Forward/Transfer to Line** to enable or disable the ability to forward or transfer a call to an external telephone, via the PSTN lines plugged into the Gateway. This function is enabled by default. Disabling this function prohibits the user from sending a call to an external line because this feature uses two of your telephone lines, which you may need to limit.

► **To set the Phone Settings - Basic Settings: (Continued)**

6. To change the **Call Forward No Answer Settings:**
 - a. Select **On** or **Off** from the **Call Forward:** buttons. If you select **Off**, the extension rings until the call is answered or the caller hangs up.
 - b. Select either **Vicemail**, **Extension**, or **Telephone Line** as the **Target Type:**.
 - c. Enter the external phone number if **Telephone Line** has been selected as the **Target Type:**. Enter the extension number if **Extension Number** has been selected as the **Target Type:**.
 - d. Enter a delay in seconds.
7. **Optional:** Enter four to six digits to create a voicemail pass code for this extension.
8. Click .



Station Directory

Station Directories (referred to as a Personal list on the Deskset) are only available at the extensions for which they were created. They can be created by the administrator or by a Deskset user.

► To manage the Station Directory:

Station Directory for Extension: 208		
Add New Entry		
Delete Selected Entries		Sort Last Name
<input type="checkbox"/>	Alex Graham	706-555-0167 [Edit]
<input type="checkbox"/>	Angela Martin	732-555-7318 [Edit]
<input type="checkbox"/>	Charlie Johnson	888-883-2445 [Edit]

Figure 89. Station Directory Extension Entry

Edit Station Directory Entry

First Name:

Last Name:

Phone Number:

Apply Cancel

Figure 90. Edit Station Directory Entry

1. Log in as administrator. The System Information screen shown in [Figure 60 on page 61](#) displays.
You can also log in as a user, then proceed with step 3.
2. Click **Phone Settings** in the left navigation menu to display the menu shown in [Figure 88 on page 85](#).
3. Click **Station Directory** in the left navigation menu to display the menu shown in Figure 89.

The default extension displays in the **Station Directory for Extension:** dialog box.

4. To change the target extension, select the extension number from the drop-down menu.
5. Click **Add New Entry**. The menu shown in Figure 90 displays.
6. Complete the form with the information indicated as shown in [Figure 91 on page 88](#).
7. Click **Apply** to save the entry. The Station Directory menu appears with the entry added as shown in [Figure 92 on page 88](#).

► To manage the Station Directory: (Continued)

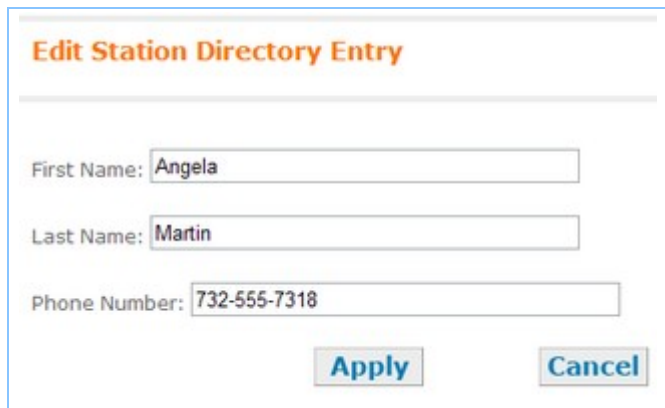



Figure 91. Edit Station Directory Entry



Checkbox	Name	Phone Number	Action
<input type="checkbox"/>	Alex Graham	706-555-0167	[Edit]
<input type="checkbox"/>	Angela Martin	732-555-7318	[Edit]
<input type="checkbox"/>	Charlie Johnson	888-883-2445	[Edit]
<input type="checkbox"/>	Davis Caterer	317-555-0129	[Edit]
<input type="checkbox"/>	Robert Brown	888-490-2005	[Edit]

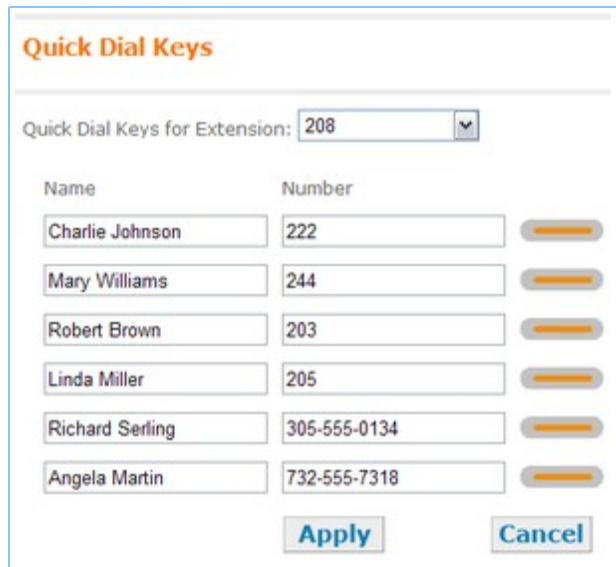
Figure 92. Station Directory List

8. Click **Sort Last Name** to sort entries by last name. The button changes to **Sort First Name**. The button toggles between first and last name directory sort.
9. To delete Directory entries:
 - a. Mark the entries to delete by selecting the checkbox to the left of each entry.
 - b. Click **Delete Selected Entries**. All of the selected entries are removed.
10. Click **Apply**.
11. Press **DIRECTORY** at the selected extension to verify that the entries have been changed as desired.

Quick Dial Keys







Quick Dial entries are only available at the extensions for which they were created. They can be created by the administrator or by a Deskset user.

► To create or edit Quick Dial entries:




Quick Dial Keys

Quick Dial Keys for Extension: 208 ▼

Name	Number	
Charlie Johnson	222	
Mary Williams	244	
Robert Brown	203	
Linda Miller	205	
Richard Serling	305-555-0134	
Angela Martin	732-555-7318	

Apply **Cancel**

Figure 93. Quick Dial Keys Menu

1. Log in as administrator. The System Information screen shown in [Figure 60 on page 61](#) displays.
You can also log in as a user, then proceed with step 3.
2. Click **Phone Settings** in the left navigation menu to display the menu shown in [Figure 88 on page 85](#).
3. Click **Quick Dial Keys** in the left navigation menu to display the menu shown in Figure 93.
4. Select the Extension number from the **Quick Dial Keys for Extension:** drop-down menu.
5. Enter a name and number for every Quick Dial entry you want to create.
6. Click **Apply** to save the entries.
7. Press the key to the right of  at the selected extension to verify that the entries have been created.

Device Management

► To modify a system devices:

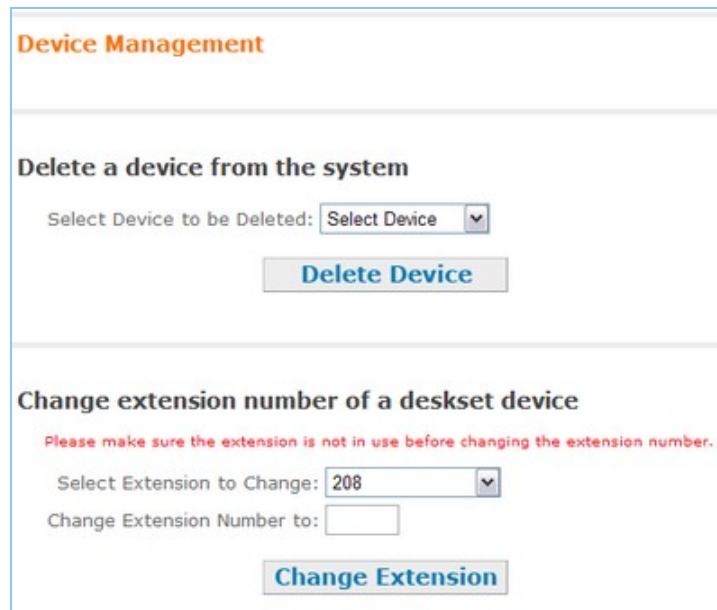


Figure 94. Device Management Menu

1. Log in as administrator. The System Information screen shown in [Figure 60 on page 61](#) displays.
2. Click **Device Management** in the left navigation menu to display the menu shown in Figure 94.
 - To delete a device, select the device from the drop-down and click **Delete Device**.
 - Disconnect the Deskset from the network before deleting the extension. If the Deskset is not disconnected, an error message displays.
 - When a station is deleted, the extension is removed from the system database and will not appear in the Extension list. All local settings remains intact.
 - To remove the personal Station Directory and local settings, the Deskset must be restored to factory defaults through the menu settings on the unit.
 - To change an extension number, select the extension from the drop-down, enter the new extension number in the **Change Extension Number to:** box and click **Change Extension**.

Backup/Restore Settings

Back up individual Deskset settings and system settings so that they can be restored if the network loses its settings. You can also back up a Deskset to copy the settings to other Desksets, or to save the settings before resetting a Deskset to factory defaults.



CAUTION: *Only back up one Deskset at a time. Only restore one Deskset at a time.*



CAUTION: *If you back up an extension less than one minute after creating another backup for that extension, you may overwrite the earlier one, since the names may be identical.*



NOTE: Backup files are automatically saved on your computer using the following naming convention: "backup_[device]_[extension number]_[year]_[month]_[day]_[time].cfg". The device will be either "ds" for a Deskset or "system" for a System backup. The backup file for extension 208, that was created at 4:29 PM on October 26, 2009, would be named "backup_ds_208_2009-10-26_1629.cfg".



NOTE: If you are using Safari, the backup file will be saved as a .tar file instead of a .cfg file. You will still be able to restore this file safely.



► **To back up the Deskset settings:**

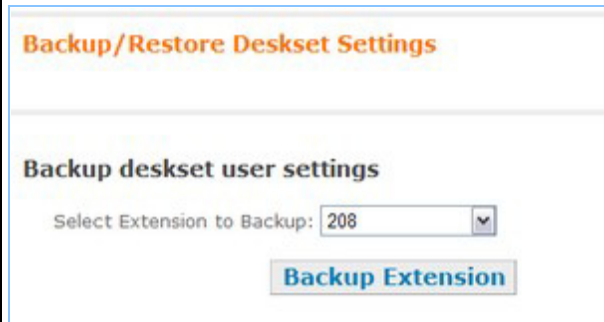


Figure 95. Backup/Restore Deskset Settings

1. Click **Device Management** in the left navigation menu and then **Backup/Restore**.
2. Click **Deskset Settings** in the left navigation menu. The Backup/Restore Deskset Settings screen shown in Figure 95 appears.
3. To backup Deskset settings, choose the extension from the top drop-down menu and click **Backup Extension**.
4. Your web browser opens a window asking you if you would like to save the backup file. Click **Save**.



NOTE: You will need to locate and retrieve this file later, so make sure you remember where you saved it.



CAUTION: *If you back up an extension less than one minute after creating another backup for that extension, you may overwrite the earlier one, since the names may be identical.*



► **To restore the Deskset settings:**

Figure 96. Restore Deskset Settings

1. Click **Device Management** in the left navigation menu and then **Backup/Restore**.
2. Click **Deskset Settings** in the left navigation menu. The Backup/Restore Deskset Settings screen shown in [Figure 95 on page 92](#) appears.



CAUTION: *If you are restoring Deskset settings, ensure that there are no calls in progress or they will be dropped.*

3. Choose the extension from the bottom drop-down menu of the Restore deskset user settings shown in Figure 96. Select whether you want to overwrite voicemail and call logs.
4. Enter the file name or click  and select a file.
 - Make sure you select the right file to restore. The restore file name will include your extension number and the date and time.
5. Click .

Deskset settings are restored and the Deskset reboots. You are then logged out of the WEBUI.



► **To back up the System Settings:**

Backup/Restore System Settings

Backup System Settings

Backup System Settings

Figure 97. Backup/Restore System Settings

1. Log into the WEBUI using the IP address of the Gateway to be backed up.
2. Click **Device Management** in the left navigation menu and then **Backup/Restore**.
3. Click **System Settings** in the left navigation menu. The screen shown in Figure 97 appears.
4. Click **Backup System Settings**.
 - Your web browser opens a window asking you if you would like to save the backup file.
 - Save the file to a location on your computer so that you can restore your settings later.



CAUTION: *If you are performing a system restore, ensure that there are no calls in progress or they will be dropped.*



► To restore the System Settings:

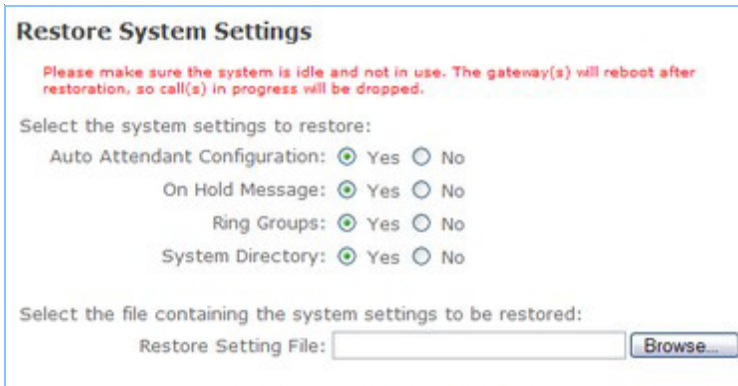


Figure 98. Backup/Restore System Settings

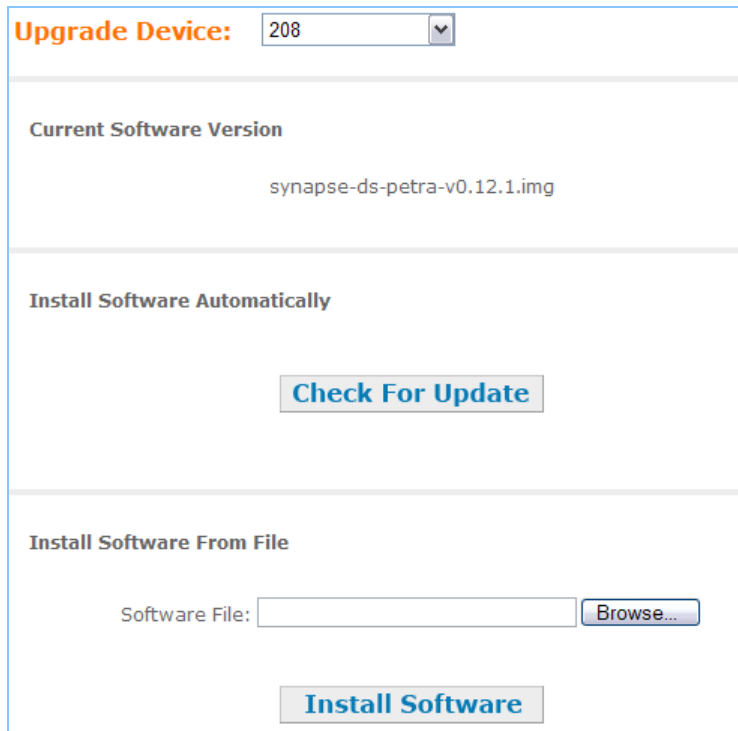
1. Log into the WEBUI using the IP address of the Gateways (not a Deskset) to be restored.
2. If it is practical, unplug the PSTN lines from this Gateway while restoration is in progress to ensure you will not receive any incoming calls. If you have more than one Gateway, you do not need to unplug all of the other PSTN lines from the other Gateways, just the one that you are logged onto.
3. To restore the system settings, under **Restore System Settings**, choose the system settings you wish to restore, as shown in Figure 98.
4. Click **Choose File** and select the file which you saved earlier to a specified location on your computer.
5. Click **Restore System Settings**. System settings are restored and the Gateway reboots. You are then logged out of the WEBUI.



CAUTION: *If you are performing a system restore, ensure that there are no calls in progress or they will be dropped.*

Upgrade Device

► To upgrade the Deskset to the latest software version:



The screenshot shows the 'Upgrade Device' menu. At the top, there is a section labeled 'Upgrade Device:' with a dropdown menu showing '208'. Below this is a section titled 'Current Software Version' which displays 'synapse-ds-petra-v0.12.1.img'. The next section is 'Install Software Automatically', featuring a large blue button labeled 'Check For Update'. The final section is 'Install Software From File', which includes a text input field for 'Software File:', a 'Browse...' button, and a large blue button labeled 'Install Software'.

Figure 99. Upgrade Device Menu

New software versions improve system functionality. All Gateways should be running the same software version and all Desksets should be running the same software version.

For installations with access to the Internet, we recommend automatic software installation, that allows your System to request the latest upgrade from our server. If a path to the Internet is not available, the System Administrator must download the upgrade file to a computer and use the WEBUI on that computer to install the software.

1. Log in as administrator. The System Information screen shown in [Figure 60 on page 61](#) displays.
2. Click **Upgrade Device** in the left navigation menu to display the menu shown in Figure 99.
3. Install the upgrade automatically by clicking [\[Check For Update \]](#).

OR

Locate a file you have loaded onto your computer, and click [\[Install Software \]](#).



CAUTION: The device reboots after a software upgrade. Ensure that there are no calls in progress or they will be dropped.

Device Log

If you have trouble with your system and you contact the installer or customer service, they may need the Device Log for troubleshooting. You are not able to read the file.

► To generate the device log:


1. Log in as administrator. The System Information screen shown in [Figure 60 on page 61](#) displays.
2. Click **Device Log** in the left navigation menu to display the menu shown in Figure 100.
3. Select the desired device from the drop-down menu and click .



Figure 100. Device Log

4. It takes a minute for the file to generate and a pop-up box that asks you where to save the file on your computer.
5. After the download is complete you should provide the file to the installer or customer service.



NOTE: For customer service, repair, replacement, or warranty service, and all questions about this product, contact the person who installed your system. If your installer is unavailable, visit our website at **www.telephones.att.com** or call **1 (888) 916-2007**. In Canada, call **1 (888) 883-2474**.

Product Registration

In order to keep your system up to date with the latest upgrades and ensure timely warranty support, it is extremely important to register your system. You can register you system online at **<http://telephones.att.com/sb67030>**.

► **To obtain the MAC address and register your product:**

System Information

The following devices are registered in this site:

System Site ID: 12345678
 Desk Phones: 19
 Gateways: 1
 Lines: 1

For detailed information regarding this site, press the button below. The report could take up to 10 seconds to generate.

[Detailed Site Information](#)

Device Type	Ext/Line Numbers	Mac Address	Model	Connected
Deskset	200	00:11:A0:09:F1:9D	SB67030	Y
Deskset	201	00:11:A0:09:F4:FB	SB67030	Y
Deskset	202	00:11:A0:09:F2:14	SB67030	Y
Deskset	203	00:11:A0:09:F2:1A	SB67030	Y
Deskset	204	00:11:A0:09:F1:AC	SB67030	N

Figure 101. Site Information

1. Perform *"To access the browser interface:" on page 57.*
2. Click [Detailed Site Information](#) to display the MAC address table shown in Figure 101.
3. Open a new tab in the browser and navigate to the **<http://telephones.att.com/sb67030>** website.
4. Complete the form. To enter the MAC address, copy the information from the System Information screen and paste it into the System Registration form.
5. When the form is complete, click [Register Product](#).

Help

► **To display the Help menu:**



Figure 102. Help Menu

1. Log in as administrator. The System Information screen shown in [Figure 60 on page 61](#) displays.
2. Click **Help** in the left navigation menu to display the menu shown in Figure 102.
3. Select the desired topic. The subject screen for that topic displays.

TROUBLESHOOTING

If you have difficulty operating your system, try the following suggestions in this section:

- *[“Common Troubleshooting Procedures” on page 101](#)*
- *[“General Troubleshooting” on page 109](#)*
- *[“Gateway Troubleshooting” on page 114](#)*
- *[“Deskset Troubleshooting” on page 118](#)*
- *[“Cordless Handset Troubleshooting” on page 127](#)*
- *[“Cordless Headset Troubleshooting” on page 132](#)*
- *[“Technical Specifications” on page 136](#)*
- *[“Maintenance” on page 138](#)*
- *[“Important Safety Instructions” on page 139](#)*
- *[“Limited Warranty” on page 141](#)*



NOTE: For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our website at **www.telephones.att.com** or call **1 (888) 916-2007**. In Canada dial **1 (888) 883-2474**.



COMMON TROUBLESHOOTING PROCEDURES

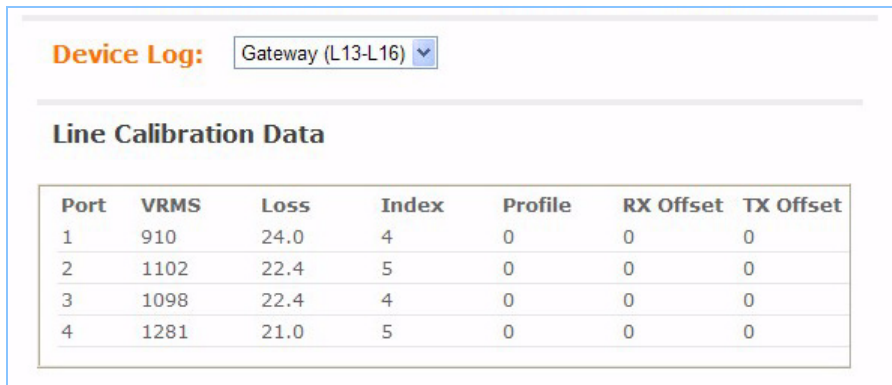
Following are troubleshooting procedures that you will need to follow to accomplish some of the troubleshooting solutions on the following pages.

Resolving Audio Echoes

The SB67010 PSTN Gateway uses automatic telephone line calibration to ensure optimal audio performance on external calls. If excessive echo occurs on external calls, observe the status of the Gateway line calibration data to understand any telephone line issues.

► **To resolve audio echo issues:**

1. Log on to the WEBUI as an administrator and under **Device Management**, click on **Device Log**.
2. Select the Gateway from the Device Log: drop-down box to display the screen shown in Figure 103.



Device Log: Gateway (L13-L16) ▼

Line Calibration Data

Port	VRMS	Loss	Index	Profile	RX Offset	TX Offset
1	910	24.0	4	0	0	0
2	1102	22.4	5	0	0	0
3	1098	22.4	4	0	0	0
4	1281	21.0	5	0	0	0

Figure 103. Device Log

► **To resolve audio echo issues: (Continued)**

3. Check the Loss numbers within the Line Calibration data box for each telephone line on each Gateway.
A Loss number above 10 indicates good audio performance.
4. If the loss number is below 10, the system will most often function normally, but there is an increased potential to encounter audio performance issues like echo. If the Loss number is below 10 the following procedures can be used to increase the loss value:
 - a. Unplug that telephone line at the Gateway.
 - b. After the line LED turns red, plug the line in again to recalibrate.
5. If the recalibration has no effect, a parallel device, such as a Fax Adapter, Alarm System, DSL modem, or DSL Splitter/Filter, may be connected to the system.

Parallel external devices may effect line calibration. Temporarily disconnect these devices from the wall jacks that are for the same telephone lines, as follows:
 - a. Unplug the non-system devices from the wall jacks that are for telephone lines plugged into the Gateways.
 - b. Unplug the telephone lines from the Gateway.
 - c. After the Gateway line LEDs turns red, plug the telephone lines into the Gateway again to recalibrate.
 - d. If there is a significant increase in the Loss number and improved audio performance on those lines after disconnecting a parallel device, consult your telephone service provider to either investigate the problem or to install separate lines for those parallel devices.



Resolving General Audio Issues

Check the following if you hear static, sudden silences, gaps in speech, echoes, distorted speech, or garbled speech.

► **To resolve general audio issues:**

- You may be experiencing network problems.
 - a. Your LAN administrator should ensure the following minimum guidelines are met:
 - ▣ A switched network topology, which requires attaching network components to switches rather than hubs, is recommended. The network should use standard 10/100 Ethernet switches that carry traffic at a nominal rate of 100 Mbit/s.
 - ▣ The office network infrastructure should use Cat5 wiring.
 - b. Do not connect a network server PC to the PC port on the Deskset.
- If you have Digital Subscriber Line (DSL) service, you may be experiencing telephone line problems.
 - a. Make sure you have a DSL filter plugged in between each DSL line and the wall jack.
 - b. You may need a higher quality DSL filter than you are using. You can also try plugging in the multiple DSL filters in sequence to decrease the DSL interference.
 - c. Move the DSL line to the lowest priority line, which is Line 4 on the highest numbered Gateway, as indicated on the Gateway display.
- The Gateway might not have recognized a new PSTN line, so line calibration, which allows the Gateway to adjust its performance depending on the phone lines' characteristics, did not occur. After unplugging the telephone line, wait two full seconds for the LED to turn red before plugging the telephone line back into the Gateway.



Reintroducing a Deskset Into the System

If the Deskset screen displays **Synch Failed**, **Kicked**, or **Synchronizing** for a long time, you may need to remove the Deskset from the system and reintroduce it. This problem may have been caused by the Deskset having been part of a different network or be the result of a network disruption, which may have been caused by an AC power failure.

► **To reintroduce a Deskset into the system:**

1. Ensure that the Deskset is connected to the same LAN subnet as other system Gateways, Desksets, and the PC you will use to access the WEBUI. Confirm that the first three octets of the IP address match other devices in the system.
2. If you want to retain the programming for this problem Deskset, back up the Deskset.
 - a. Log onto the Deskset WEBUI as the System Administrator. Use the Deskset's IP address, shown in the Deskset Information Menu.
 - b. Click **Device Management**, then click **Backup/Restore**.
 - c. Under **Backup Deskset User Settings**, select the extension to back up from the drop-down list. Again, make sure you are logged in using that extension's IP address.
 - d. Click **Backup Extension** and save the file to a specified location on your computer. You will need to locate and retrieve this file later, so make sure you remember where you saved it. If you back up the extension less than one minute after creating another backup, you may overwrite the earlier one. The file name will be in the format:
backup_ds_[extension number]_[year]_[month]_[day]_[time].cfg.
3. To perform a complete factory reset, insert a pen or the end of a paper clip into the reset switch (located on the underside of the Deskset) and hold until **Restoring Factory Defaults** appears on the screen (approximately 5 seconds).



► **To reintroduce a Deskset into the system: (Continued)**

4. If you backed up the Deskset settings in Step 2, restore your settings.
 - a. Log onto the WEBUI as the Administrator at the PC where you stored the backup file.
 - b. Click **Device Management**, then click **Backup/Restore**.
 - c. Under **Restore Deskset Settings**, select the extension that you backed up from the drop-down list.
 - d. Select the backup file.
 - e. Click **Restore Extension**.
5. The Extension number may now be different. Refer to *"Phone Settings" on page 84* to change the Extension number.



Reintroducing a Gateway Into the System

If a Gateway screen displays **Synch Failed** or **Kicked** or **Synchronizing** for a long time, you may need to remove the Gateway from the system and reintroduce it. This problem may have been caused by the Gateway having been part of a different network or the result of a network disruption, which may have been caused by an AC power failure.

► **To reintroduce a Gateway into the system:**

1. Ensure that the Gateway is connected to the same LAN as other system Gateways, Desksets, and the PC you will use to access the WEBUI. Confirm that the first three octets of the IP address match other devices in the system.
2. If this is the only Gateway, back it up. If there are other Gateways that are synchronized, this step is not necessary.
 - a. Log onto the System WEBUI as the System Administrator, using the Gateway IP Address, shown on the Gateway display.
 - b. Click Device Management, then click **Backup/Restore**.
 - c. Click **System Settings**.
 - d. Click **Backup System Settings** and save the file to a specified location on your computer. You will need to locate and retrieve this file later, so make sure you remember where you saved it. If you back up the Gateway less than one minute after creating another backup, you may overwrite the earlier file. The file name will be in the format:
backup_system_[year]_[month]_[day]_[time].cfg.
3. Disconnect the Gateway from the network. Unplug the Ethernet cable from the Ethernet port located on the front of Gateway.
4. Insert a pen or the end of a paper clip into the reset switch (located on the front of Gateway) and hold for more than five seconds to perform a complete factory reset.
5. Reconnect the Gateway to the network and ensure that it synchronizes with the other devices.



► **To reintroduce a Gateway into the system: Continued)**

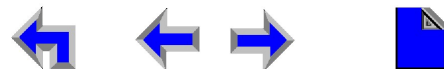
6. Restore your settings.
 - a. Log onto the WEBUI as the Administrator at the PC where you stored the backup file.
 - b. Click **Device Management**, then click **Backup/Restore**.
 - c. Under **Restore System Settings**, click and select the correct backup file.
7. Click **Restore System Settings**.

Power-fail Recovery Procedure

When AC power returns after a power failure, if a device is setup to use DHCP and the device cannot find a DHCP server on the network, the device will assign itself an IP address. This is called a self-assigned link-local address and the IP address begins with the number 169 (169.254.xxx.xxx).

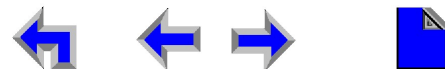
After power returns, all devices in the system may power up simultaneously, depending on the power arrangement of your site. As devices regain power, they request IP addresses. In a large installation, the DHCP server may take several minutes to respond because there are so many other devices on the same network, producing many requests for IP addresses. Devices should revert to proper IP addresses after the DHCP server resolves the request, but if a system device continues to use an IP address that starts with 169, then it cannot communicate with other devices on the network.

Once power has resumed after a power failure, we recommend that each Deskset and Gateway be checked to confirm that each has started up properly. If any of the System devices' screens report **Sync Fail** or **Synchronizing** for more than ten minutes, refer to ["Reintroducing a Deskset Into the System" on page 104](#) and ["Reintroducing a Gateway Into the System" on page 106](#) for recovery methods from these states.





GENERAL TROUBLESHOOTING

Symptom	Probable Cause	Corrective Action
Cannot access the WEBUI login page from computer.	The computer is not connected to same subnet (network) as the Deskset.	<ul style="list-style-type: none"> ■ Verify the IP address. You must correctly enter the IP address of your Deskset into your Internet browser's address bar. At the Deskset, press MENU -> 4 to see the IP address. ■ If you have not done so already, unplug the Ethernet cable from your computer's Ethernet port and plug it into the PC port on the back of the Deskset. ■ Confirm that your computer and your Deskset are on the same subnet so that they can talk to each other. Check that the first three sections of each IP address are the same. If they are not, they are not connected to the same subnet.
WEBUI reverts to Login page after clicking a navigation link.	The browser is not checking for newer version of pages.	<ul style="list-style-type: none"> ■ Ensure that your Internet browser is working normally. It may not be automatically caching pages. For example, in Internet Explorer 6, click Tools -> Internet Options. Then under Temporary Internet files, click Settings. Under Check for newer versions of stored pages select Automatically.
Changes made to System Configuration from WEBUI are not saved.	More than one person is using the WEBUI to change System Configuration at the same time.	<ul style="list-style-type: none"> ■ Make sure only one person logs on as the administrator at a time.




Symptom	Probable Cause	Corrective Action
An Extension number was not changed correctly.	That Extension may have been on a call while the Extension number was changed in the WEBUI or someone tried to change the extension number to a number that was already being used.	<ul style="list-style-type: none"> Change the Extension number again. Make sure no one is at using that Extension while you are changing its settings.
External caller cannot find extension in Company Directory.	The user for that Deskset has not recorded his or her name.	<ul style="list-style-type: none"> To record a name, see “Basic Settings” on page 85.
You hear static, sudden silences, gaps in speech, or garbled speech.	You may be experiencing network problems.	<ul style="list-style-type: none"> Your LAN administrator should ensure the following minimum guidelines are met: <ul style="list-style-type: none"> A switched network topology is recommended (using standard 10/100 Ethernet switches that carry traffic at a nominal rate of 100 Mbit/s). The office network infrastructure should use Cat5 wiring. Do not connect a network server PC to the PC port on the Deskset. Make sure the network cable is solidly plugged in. If you tug on the cable, the plug should remain inserted.




Symptom	Probable Cause	Corrective Action
You hear echoes, distorted speech, or static.	At least one of the PSTN lines has DSL, which is not properly filtered.	<ul style="list-style-type: none"> ■ Make sure you have a DSL filter plugged in between each DSL line and the wall jack. ■ You may need a higher quality DSL filter than you are using. You can also try plugging in the multiple DSL filters in sequence to decrease the DSL interference. ■ Move the DSL line to the lowest priority line, which is Line 4 on any Gateway.
	There is a non-system set plugged into one of the telephone line wall jacks.	<ul style="list-style-type: none"> ■ Remove any parallel systems from the PSTN line (connected through a splitter, for example), such as an analog phone, fax machine, or alarm system.
	The Gateway did not recognize new PSTN line being plugged in, so line calibration, which allows the Gateway to adjust its performance depending on the phone lines' characteristics, did not occur.	<ul style="list-style-type: none"> ■ Confirm an Ethernet cable is plugged into the Deskset port marked  . ■ Ensure that the line LED is solid red before plugging in the PSTN line. ■ When unplugging the line, wait two full seconds for the LED to turn red before plugging it back in.
Calls are dropped.	Restoring the Deskset settings while that extension is in use will cause all calls to be dropped.	<ul style="list-style-type: none"> ■ Avoid updating software or restoring the Deskset settings when user is at the workstation.



Symptom	Probable Cause	Corrective Action
A call is forwarded to an external telephone line and the call is disconnected.	Telephone line to telephone line call times have been restricted. Calls that are forwarded to another external phone line use two PSTN lines for the duration of the call. To avoid tying up two PSTN lines, these calls are on a timer.	<ul style="list-style-type: none"> To set the timer see “To view or modify the system Basic Settings:” on page 63 and select the maximum call time from the drop-down list (15 to 120 minutes).
Prompt created for Auto Attendant menu not saved.	You must hang up the extension before saving recording.	<ul style="list-style-type: none"> After recording a prompt for an Auto Attendant menu, hang up the extension before pressing Save Recording in the WEBUI.
Internet connection or access to the local network on my computer does not work after installing the Deskset.	The Ethernet cords are not installed correctly.	<ul style="list-style-type: none"> Check that the Ethernet cord from the computer is plugged into the Deskset jack labeled PC. A second Ethernet cord should be plugged into the Ethernet jack on the Deskset marked  with the other end plugged into your LAN.
My PC is slower now that I have connected it to the LAN through the Deskset.	A computer connected through the Deskset will be limited to 100 Mbits/s.	<ul style="list-style-type: none"> Use separate Ethernet connections for the Deskset and the computer so that the computer can take advantage of the network's greater bandwidth.



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Symptom	Probable Cause	Corrective Action
My PC, which is connected to the LAN through the Deskset, briefly loses its network connection.	For PCs connected to the LAN through Desksets, disruption to the Deskset operation affects the PC. For example, when the Deskset reboots (possibly due to a software upgrade) the connection to the LAN will be temporarily lost.	<ul style="list-style-type: none">■ If the PC is connected to the LAN through the Deskset, avoid updating software or restoring the Deskset settings when user is at the workstation.■ If the PC is connected to the Deskset, and if the PC is connected to an Uninterruptible Power Supply (UPS), plug the Deskset into an UPS.■ Use separate Ethernet connections for the Deskset and the computer.
Device does not connect with other devices on the same subnet.	There is an IP address conflict.	<ul style="list-style-type: none">■ The Gateway and Deskset do not accept IP addresses that have already been assigned by the DHCP server to another device. If the DHCP server continuously attempts to do this, contact your LAN administrator.■ The Ethernet cable may be connecting the Network jack on the bottom of the Deskset, marked , to another System device, rather than to the Network.



GATEWAY TROUBLESHOOTING

Symptom	Probable Cause	Corrective Action
Gateway does not work at all.	There is no power to the device.	<ul style="list-style-type: none"> ■ Ensure the AC plug is plugged into an electrical outlet not powered by a wall switch. ■ Verify that the DC plug is plugged into the power jack marked DC5.1V on the front of the Gateway.
Gateway screen displays Network Down.	The Ethernet cable is unplugged.	<ul style="list-style-type: none"> ■ Ensure that one end of the Ethernet cable is plugged into the port marked LAN on the front of the Gateway and that the other end is plugged into your office LAN. ■ Confirm that the Ethernet port light next to the Ethernet jack on the Gateway turns green. If it does not, unplug the cable and plug it in again. ■ There may be a problem with the office network. Check if other network devices, such as computers, are communicating with the network. If not, then contact your IT administrator.
Gateway screen displays Synch Failed.	The Gateway was disconnected, then reconnected after site-wide configuration changes were made.	<ul style="list-style-type: none"> ■ Refer to "Reintroducing a Gateway Into the System" on page 106.
Gateway screen displays Kicked.	The Gateway was configured on another network.	<ul style="list-style-type: none"> ■ Reset to factory defaults by using a paper clip to press and hold the reset switch (located on the front of the unit) for more than five seconds.



AT&T SB67010 Gateway, SB67030 Deskset System Administrator's Guide

Symptom	Probable Cause	Corrective Action
Gateway screen displays Kicked. (Continued)	The Gateway has returned to the system after being deleted from the system.	<ul style="list-style-type: none"> Reset to factory defaults by using a paper clip to press and hold the reset switch (located on the front of the unit) for more than five seconds. See "Reintroducing a Gateway Into the System" on page 106.
	The maximum number of Gateways for the site has been reached. A system can have only four Gateways.	<ul style="list-style-type: none"> A Gateway must be removed from the network and deleted from the system before this Gateway can be added.
Deskset cannot make or receive phone calls and the Gateway screen displays Synchronizing.	The Gateway cannot locate the DHCP server or the Gateway cannot obtain an IP address from the DHCP server, or is the only device on the subnet.	<ul style="list-style-type: none"> The Gateway may temporarily display Synchronizing... for a few seconds. This is normal and does not indicate a problem. If this Gateway is the first device on the network, Synchronizing displays continuously until another device is connected to the network. Confirm that the first three octets of the Gateway IP address match the IP addresses of other system devices and that of the PC. If you need to use static IP addresses, ensure that all system devices and any PCs from which you access the WEBUI have static IP addresses that are on the same subnet. These IP addresses start with 169.254.



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Symptom	Probable Cause	Corrective Action
(Continued) Deskset cannot make or receive phone calls and the Deskset screen displays Synchronizing .	(Continued) The Deskset cannot locate the DHCP server or the Deskset cannot obtain an IP address from the DHCP server, or is the only device on the subnet.	<ul style="list-style-type: none">■ Make sure that the DHCP server is still assigning IP addresses to other devices on the network. If not, then the problem may lie with the DHCP server having this much additional equipment added at one time. Contact your IT administrator or the person who installed your system.■ Check the IP address. If the first two octets read 169.254.x.x, then the Deskset cannot find a DHCP server. Disconnect the device from the network and reconnect it. Check the new IP address.■ If the proceeding conditions are met but the problem persists:<ul style="list-style-type: none">● Power cycle the Deskset by unplugging the power cord and plugging it back in.● If power cycling does not work, backup your Deskset and reset to factory defaults by using a paper clip to press and hold the reset switch (located on the underside of the unit) for more than five seconds. Restore your settings after reboot. See "Backup/Restore Settings" on page 91.
Gateway is not active immediately after a power interruption.	The Gateway must reinitialize.	<ul style="list-style-type: none">■ Allow at least 30 seconds for the Gateway to boot up again after a power failure.



AT&T SB67010 Gateway, SB67030 Deskset System Administrator's Guide

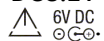

Symptom	Probable Cause	Corrective Action
Bypass port does not work during power failure.	The PSTN line is not in the correct port.	<ul style="list-style-type: none">■ Make sure there is a PSTN line plugged into Line 4.■ Make sure an analog phone is plugged into the bypass port (using a modular line cord).
Red line lights do not flash when the telephone line cords are plugged into the Gateway after power is switched on.	Line calibration allows the Gateway to adjust its performance depending on the phone lines' characteristics. The Gateway may not have performed calibration.	<ul style="list-style-type: none">■ Make sure an Ethernet cable is plugged into the port marked LAN.■ Unplug the telephone line and wait two full seconds for the Gateway line LED to turn red before plugging it back in.



DESKSET TROUBLESHOOTING



For more information about the corrective actions recommended in this troubleshooting section, see the "AT&T SB67030 Deskset User's Guide".

Symptom	Probable Cause	Corrective Action
Deskset does not work at all.	There is no power to the device.	<ul style="list-style-type: none"> ■ Ensure the AC plug is plugged into an electrical outlet not powered by a wall switch. ■ Verify that the DC plug is plugged into the DC5.1V jack on the bottom of the Deskset labeled .
Deskset screen displays Network Down.	The Ethernet cable is unplugged.	<ul style="list-style-type: none"> ■ Ensure that one end of the Ethernet cable is plugged into the Ethernet port beneath your Deskset labeled . ■ Check that the other end is plugged into your office LAN. ■ Confirm that the Ethernet port light next to the Ethernet jack on the bottom of the Deskset turns green. If it does not, unplug the cable and plug it in again. ■ If the Deskset still does not synchronize, there may be a problem with the office network. Reset or reboot the router/server.
Deskset screen displays Synch Failed.	The Deskset was disconnected, then reconnected after site-wide configuration changes were made.	<ul style="list-style-type: none"> ■ Refer to "Reintroducing a Deskset Into the System" on page 104.



Symptom	Probable Cause	Corrective Action
Deskset screen displays Kicked.	The Deskset was configured on another network.	<ul style="list-style-type: none"> ■ To save your local settings, back up the Deskset (see “Backup/Restore Settings” on page 91). Then reset the Deskset to factory defaults: insert a pen or paper clip into the reset hole for five seconds. ■ Restore your settings after rebooting.
	The Deskset has returned to the system after being deleted from the system.	<ul style="list-style-type: none"> ■ Refer to “Reintroducing a Deskset Into the System” on page 104.
Other Desksets do not appear in extension list.	The Deskset is not connected to the same subnet as the other Desksets.	<ul style="list-style-type: none"> ■ Make sure that the first three sections of the IP address (the portion before the third “dot”) match those of the other Desksets’ IP addresses. Press MENU and then 4 at a Deskset to find the IP address. ■ If the other Desksets have been assigned static IP addresses, you may have to assign your Deskset a static IP address to match the other Desksets.
Deskset cannot make or receive phone calls and the Deskset screen displays Synchronizing.	The Deskset cannot locate the DHCP server or the Deskset cannot obtain an IP address from the DHCP server, or is the only device on the subnet.	<ul style="list-style-type: none"> ■ The Deskset may temporarily display Synchronizing... for a few seconds. This is normal and does not indicate a problem. ■ If this Deskset is the first device on the network, Synchronizing displays continuously until another device is connected to the network. ■ Confirm that the first three octets of the Deskset IP address match the IP addresses of other system devices and that of the PC.



Symptom	Probable Cause	Corrective Action
(Continued) Deskset cannot make or receive phone calls and the Deskset screen displays Synchronizing .	(Continued) The Deskset cannot locate the DHCP server or the Deskset cannot obtain an IP address from the DHCP server, or is the only device on the subnet.	<ul style="list-style-type: none"> ■ If you need to use static IP addresses, ensure that all system devices and any PCs from which you access the WEBUI have static IP addresses that are on the same subnet. These IP addresses start with 169.254. ■ Make sure that the DHCP server is still assigning IP addresses to other devices on the network. If not, then the problem may lie with the DHCP server having this much additional equipment added at one time. Contact your IT administrator or the person who installed your system. ■ Check the IP address. If the first two octets read 169.254.x.x, then the Deskset cannot find a DHCP server. Disconnect the device from the network and reconnect it. Check the new IP address. ■ If the above conditions are met but the problem persists: <ul style="list-style-type: none"> ● Power cycle the Deskset by unplugging the power cord and plugging it back in. ● If power cycling does not work, backup your Deskset and reset to factory defaults by using a paper clip to press and hold the reset switch (located on the underside of the unit) for more than five seconds. Restore your settings after reboot. (See “Backup/Restore Settings” on page 91.)



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Symptom	Probable Cause	Corrective Action
Cannot make external calls.	An external line cannot be accessed through the Gateway.	<ul style="list-style-type: none">■ Ensure that you enter a 9 before the telephone number to indicate this is an external call. For example, 9-1-555-0123.■ Ensure that a Gateway is connected to the network and that it resides on the same subnet as the Deskset.■ If you see "All Phone Lines Busy" on the Deskset screen, then try again later because all external lines may be in use.
Deskset does not receive incoming calls.	Incoming call notifications have been suppressed or are unable to reach the Deskset.	<ul style="list-style-type: none">■ Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset and that the other end is plugged into your office LAN.■ Ensure that Do Not Disturb (DND) is not on.■ Ensure that Call Forward All (FWD ON) is not on.■ If the Deskset does not ring on an incoming call, press the VOL+ key to increase ringer volume.■ Incoming calls may be directed to a Ring Group that you are not part of.
Excessive echo heard at the Deskset on external calls.	The automatic line calibration did not run properly.	<ul style="list-style-type: none">■ There may be non-system equipment connected in parallel to the telephone line. <i>"To resolve audio echo issues:" on page 101.</i>



AT&T SB67010 Gateway, SB67030 Deskset System Administrator's Guide

Symptom	Probable Cause	Corrective Action
Deskset is not active immediately after a power interruption.	The Deskset must reinitialize.	<ul style="list-style-type: none">■ Allow at least one minute for the Deskset to boot up again after a power failure.
Deskset does not receive voicemails.	Calls are not being directed to Voicemail, or the Voicemail memory is full.	<ul style="list-style-type: none">■ Check that Call Forward All (FWD ON) is not on.■ Check the Call Forward – No Answer setting (in Admin Settings). Calls may be forwarding to another phone number instead of Voicemail.■ Check your available Voicemail memory. You may need to delete some messages to create space.
Deskset does not automatically forward a call to another extension.	The Call Forward All settings are incorrect.	<ul style="list-style-type: none">■ Check that Call Forward All is on (FWD ON should appear in top right corner of screen while in Idle mode).■ Ensure that a valid Extension number has been entered as a destination extension.■ Confirm that the Call Forward All target is set to ◀ Ext ▶.



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Symptom	Probable Cause	Corrective Action
Deskset does not automatically forward a call to an external phone number.	Forwarding to external line has been disabled or Call Forward All settings are incorrect.	<ul style="list-style-type: none"> ■ Check that Forwarding to an external line has been enabled (see “Call Forward - No Answer to an Outside Line” on page 42). ■ Check that Call Forward All is on (FWD ON should appear in top right corner of screen while in Idle mode). ■ Ensure that a valid external number has been entered as a destination number. Entering a 9 before the number is not necessary. ■ Confirm that Call Forward All target is set to ◀Line▶.
Cannot manually forward a call to Voicemail.	Cannot forward a ring group call.	<ul style="list-style-type: none"> ■ Ring group calls cannot be forwarded. However, the System Administrator can designate a Deskset as a forwarding destination if the call is unanswered. If that Deskset does not answer the forwarded call, the call will be forwarded again according to that Deskset's settings. See “To change the Ring Group settings:” on page 66.
Cannot transfer call to extension.	The extension is unavailable.	<ul style="list-style-type: none"> ■ Check if the destination extension is disconnected from the network. ■ Ensure that the extension exists. ■ All the destination extension's lines may be busy. ■ If the party you have on hold hangs up, call back and start the transfer process again.



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Symptom	Probable Cause	Corrective Action
Cannot transfer call to external line.	Transferring to an external line has been disabled, or no lines are available.	<ul style="list-style-type: none">■ Check that transferring to an external line has been enabled (see “Call Forward - No Answer to an Outside Line” on page 42).■ Ensure that the Gateway is connected to the network.■ All PSTN lines may be in use. If so, try again later.
Caller ID is not working. The display shows ◀Line▶ and a digit for the name, and the same digit for the phone number.	Your organization does not subscribe to Caller ID service or you have DSL phone lines without filters installed.	<ul style="list-style-type: none">■ Caller ID is a subscription service. You must subscribe to this service from your local telephone service provider for this feature to work on your phone.■ The caller must be calling from an area that supports Caller ID.■ Both you and your caller's telephone service providers must use Caller ID compatible equipment.■ If you have DSL phone lines, confirm that you have a DSL filter plugged in between each Deskset and DSL wall jack.
DDN (Directory Dial Numbers) numbers do not dial out properly from the Call Log.	This System does not support DDN.	<ul style="list-style-type: none">■ DDN numbers in the Call Log are treated like all other Caller ID phone numbers.



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Symptom	Probable Cause	Corrective Action
Incomplete Voicemail messages.	Recording interrupted by timeout or full memory.	<ul style="list-style-type: none">■ If a caller leaves a very long message, part of it may be lost when the Deskset disconnects the call after two minutes.■ If the caller pauses for longer than six seconds, the Deskset stops recording and disconnects the call.■ If the Deskset's memory becomes full during a message, the Deskset stops recording and disconnects the call.■ If the caller's voice is very soft, the Deskset may stop recording and disconnect the call.
System does not respond to remote Voicemail commands.	The system cannot detect DTMF tones.	<ul style="list-style-type: none">■ Confirm you have entered star (*) star (*) before entering your remote access code (user password). If you have no password, press star (*) star (*), then #.■ Confirm you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering system.■ The answering system might not detect the star (*) star (*) while your announcement is playing. Try waiting until the announcement is over before entering the code.■ There may be interference on the phone line you are using. Press the dial pad keys firmly.



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Symptom	Probable Cause	Corrective Action
Deskset soft keys have changed.	The highlight bar has moved to another line.	<ul style="list-style-type: none"> The soft keys reflect the call state and Deskset functions. They change depending on which line is highlighted. <p>For example, there may be a held call, active call, or incoming call on the screen. To view the soft keys for that call, move the highlight bar by pressing the \triangle or ∇ navigation key.</p>
Cannot add an entry to Quick Dial list.	The Quick Dial list is full – a maximum of six are allowed.	<ul style="list-style-type: none"> You can edit Quick Dial entries on the Deskset or the WEBUI. You cannot delete Quick Dial entries. If you wish to replace an entry, edit the entry and replace the details (see “Quick Dial Keys” on page 89).
Caller hears, “That key is not recognized.” or pressing an invalid digit key triggers the “The key you have pressed is not recognized” voice announcement.	The caller pressed invalid key when interacting with the Auto Attendant.	<ul style="list-style-type: none"> Confirm your opening menu presents the correct options for the Auto Attendant flow you have created.
Caller hears, “Invalid extension.”	The caller entered an extension number that does not exist in your system when interacting with the Auto Attendant.	<ul style="list-style-type: none"> If your opening menu presents the specific extension numbers for the Auto Attendant, confirm they are correctly recorded or enable the Company Directory feature.



CORDLESS HANDSET TROUBLESHOOTING



For more information about the corrective actions recommended in this troubleshooting section, see the "AT&T SB67040 Cordless Accessory Handset User's Guide".

Symptom	Probable Cause	Corrective Action
Handset does not work at all (LCD is black).	There is no power to the device.	<ul style="list-style-type: none"> ■ Confirm the battery is installed and charged correctly. ■ Place the Handset into the accessory Charger. Ensure the Charger is securely plugged into an outlet not controlled by a wall switch. ■ If the battery is completely depleted, it can take up to 10 minutes to charge the battery before the low battery icon displays on screen.
Extension number does not match the Deskset.	The Handset has been registered to another Deskset.	<ol style="list-style-type: none"> 1. Check the Deskset to see if a Handset has been registered. If so, deregister it. On the Deskset, press MENU -> User Settings -> Cordless Settings -> Handset -> DeReg. 2. Deregister your Handset (On the Handset, press OPTIONS -> Settings -> Deregister). 3. Start the registration process again.



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Symptom	Probable Cause	Corrective Action
Handset registration is not working.	The Handset and the Deskset are not communicating with each other.	<ul style="list-style-type: none"> ■ Confirm you have placed the Handset in the Charger, and check that the screen on the Handset turns on, before you press the Register soft key on the Deskset. ■ If registration does not start, try lifting the Handset out of the Charger for a few seconds then placing it back. ■ The Handset may think it is registered but the Deskset does not. De-register the Handset. On the Handset, press OPTIONS -> Settings -> Deregister. Then register the Handset to the Deskset. On the Deskset, press MENU -> User Settings -> Cordless Settings -> Handset.
Cannot make external calls.	The Handset cannot communicate with the Deskset.	<ul style="list-style-type: none"> ■ First, check if the Deskset can make external calls. If not, then consult "Deskset Troubleshooting" on page 118. ■ Confirm that your Handset is registered to your Deskset (On the Handset, press OPTIONS -> Settings -> Product ID and check that status reads Registered: YES). ■ You might be out of range of the Deskset; try moving closer. If you see the Idle screen, then the Handset is successfully communicating with the Deskset.



Symptom	Probable Cause	Corrective Action
Cannot create new Directory or Quick Dial entry.	This feature is not supported on the Handset.	<ul style="list-style-type: none"> Although you can access the Directory or Quick Dial on the Handset, creating, deleting, or editing entries can only be done on the Deskset or WEBUI.
Handset does not receive incoming calls.	Incoming call notifications have been suppressed or are unable to reach the Handset.	<ul style="list-style-type: none"> Check if you can receive incoming calls on the Deskset. If not, then consult "Deskset Troubleshooting" on page 118. Confirm that your Handset is registered to your Deskset. On the Deskset, press MENU -> User Settings -> Cordless Settings. If the Handset is registered, then screen indicates 1. Handset (Registered). You can also verify registration on the Handset. (On the Handset, press OPTIONS -> Settings -> Product ID and check that status reads Registered: YES. You might be out of range of the Deskset, try moving closer. If the Handset does not ring on an incoming call, press ◀ Volume ▶ on the side of the Handset to increase ringer volume. Incoming calls may be directed to a Ring Group that you are not part of. Your system administrator administers the Ring Groups. Confirm that DND is off.



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Symptom	Probable Cause	Corrective Action
Cannot locate Handset using LocateHS on the Deskset.	The Handset battery is dead, Handset is out of range; or Handset is not registered.	<ul style="list-style-type: none"> ■ If the LocateHS soft key does not appear on the Deskset, then the Handset is not registered. ■ If the Handset battery is dead or the Handset is out of range, the locator tone does not sound.
Handset displays Deskset in Use when trying to make a new call.	When the Deskset is on a call, you have to take that call on the Handset before making a new call.	<ul style="list-style-type: none"> ■ Press PHONE/FLASH on the Handset. <p>The Handset asks if you wish to switch the current active call to the Handset.</p> <p>Press SWITCH on the Handset to take the call on the Handset. Continue the call, or end it to make a new call.</p>
Handset continuously displays Searching for Deskset...	The Handset is out of range or not registered.	<ul style="list-style-type: none"> ■ Check if the Deskset is powered and fully functional. If the Deskset is not on, the Handset will not work. ■ You may be out of range of the Deskset, try moving closer. ■ The Deskset may have deregistered the Handset when undergoing upgrades or if it is reset. If so, then go through the registration process again.
Cannot find a way to turn Call Forward or Do Not Disturb on.	These functions can only be enabled on the Deskset.	<ul style="list-style-type: none"> ■ To activate Call Forward All or Do Not Disturb (DND), press DND or CallFwd on the Deskset while in Idle mode.



Symptom	Probable Cause	Corrective Action
Poor audio quality. Speech is cutting out.	The Handset is almost out of range or is experiencing interference.	<ul style="list-style-type: none">■ You may be close to being out of range. Try moving closer to the Deskset.■ Other electronic products can cause interference with your Handset. Try installing the Deskset far away from devices such as TVs, microwaves, or other cordless devices, including other Handsets.■ If the problem persists, check audio quality on the Deskset. If the Deskset audio quality is poor, refer to "Deskset Troubleshooting" on page 118 or "General Troubleshooting" on page 109 for solutions.
My Handset does not receive a global page.	This feature is not supported on the Handset.	<ul style="list-style-type: none">■ The Handset can send a page but not receive one. The page is transmitted to all Desksets in the network.



CORDLESS HEADSET TROUBLESHOOTING



For more information about the corrective actions recommended in this troubleshooting section, see the "AT&T TL7600 Cordless Headset User's Guide".

Symptom	Probable Cause	Corrective Action
Headset does not work at all.	There is no power to the device.	<ul style="list-style-type: none"> ■ Confirm the battery is installed and charged correctly. ■ Place the Headset into the accessory Charger. Ensure the Charger is securely plugged into an outlet not controlled by a wall switch. ■ If the battery is completely depleted, it can take up to 10 minutes to charge the battery. In this case, the ON/OFF LED will remain off and you will not be able to use the device. After 10 minutes of charging, try pressing the ON/OFF key on the Headset or the HEADSET key on the Deskset to wake it up.
The light on the Headset is orange/blue and the Headset does not work.	The Headset is not registered.	<ul style="list-style-type: none"> ■ If the Headset is registered, the light should be blue. ■ If the Headset light is flashing orange and blue, it needs to be registered to a Deskset.



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Symptom	Probable Cause	Corrective Action
Headset registration is not working.	The Headset and the Deskset are not communicating with each other.	<ul style="list-style-type: none"> ■ Confirm you have placed the Headset in the Charger before you press Register on the Deskset. ■ If registration does not start, try lifting the Headset out of the Charger for a few seconds then placing it back.
Poor audio quality. Speech is cutting out.	The Headset is almost out of range or is experiencing interference.	<ul style="list-style-type: none"> ■ You may be close to being out of range. Try moving closer to the Deskset. ■ Other electronic products can cause interference with your Headset. Try installing the Deskset far away from devices such as TVs, microwaves, or other cordless devices. ■ If the problem persists, check audio quality on the Deskset. If the Deskset audio quality is poor, refer to “Resolving Audio Echoes” on page 101 for solutions.
HEADSET key on the Deskset does not work.	The Headset is in cradle or powered down.	<ul style="list-style-type: none"> ■ Confirm that the Headset is out of its cradle before you press HEADSET. ■ Confirm that the Headset has sufficient power. When out of the Charger the ON/OFF LED should be solid blue.
MUTE key on the Deskset does not mute the Headset.	The MUTE key on the Deskset and Headset are separate.	<ul style="list-style-type: none"> ■ Only the MUTE key on the Headset mutes calls. The MUTE key on the Deskset does not work with the Headset.



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Symptom	Probable Cause	Corrective Action
Cannot make calls.	The Headset cannot communicate with the Deskset.	<ul style="list-style-type: none">■ First, check if the Deskset can make external calls. If not, then consult “Deskset Troubleshooting” on page 118.■ Confirm that your Headset is registered to a Deskset.■ You may be out of range of the Deskset: try moving closer.
Deskset shows no indication that Headset is on a call.	The Headset is registered to another Deskset.	<ul style="list-style-type: none">■ If another person is using a Headset in your vicinity, they may have accidentally registered your Headset to their Deskset.<ul style="list-style-type: none">a. Check if a Headset is registered to your Deskset. On the Deskset, press MENU -> User Settings -> Cordless Settings.b. If a headset is registered, it may not be yours.c. Ask all users in the vicinity to deregister their Headsets.d. Start the registration process again. Ensure that only one user at a time activates their Headsets.



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Symptom	Probable Cause	Corrective Action
Cannot deregister Headset.	The Deskset is unavailable.	<ul style="list-style-type: none">■ Deregister the Headset at the Deskset.■ If the Deskset is unavailable (powered off, out of range, or no longer in the office) or you do not know what Deskset it is registered to, you can deregister the Headset by pressing a special Headset key sequence: VOL+ -> MUTE -> VOL -> MUTE -> VOL+ -> VOL- -> MUTE.



TECHNICAL SPECIFICATIONS

The following table lists the technical specifications for the SB67010 PSTN Gateway, SB67030 Deskset, SB67040 Cordless Handset, and TL7600 Cordless Headset.

Table 4. Technical Specifications

Feature	Specification
Frequency control	Crystal controlled PLL synthesizer
Transmit Frequency	Cordless Handset: 1921.536-1928.448 MHZ Deskset: 1921.536-1928.448 MHZ
Channels	5
Nominal Effective Range	Maximum power allowed by FCC and IC. Actual operating range might vary according to environmental conditions at the time of use
Size	Cordless Handset: 1.77 X 1.30 X 6.97 in (45 X 33 X 177 mm) Charger: 3.15 X 4.13 X 2.36 in (80 X 105 X 60 mm) Deskset: 8.86 X 6.89 X 7.87 in (225 X 175 X 47 mm) Gateway: 13.4 X 8.07 X 1.85 in (340 X 205 X 47 mm)
Weight	Cordless Handset: 7.05 ounce (200g) (including battery) Charger: 7.05 ounce (200g) (including adapter) Deskset: 59.96 ounce (1700g) (including adapter) Gateway: 88.18 ounce (2500g) (including adapter)
Power Requirements	Handset: 2.4V 550mAh Ni-MH battery



Table 4. Technical Specifications (Continued)

Feature	Specification
	Charger: 6V DC @ 200mA
	Deskset: 5.1V DC @1700mA
	Gateway:5.1V DC @1700mA
RJ-45 Ethernet Network Port	(10Base-T/100Base-Tx) with auto MDI/MDI-X switching
PSTN jacks	1-4 (FXO ports) use traditional 2-conductor wiring



MAINTENANCE

Your system contains sophisticated electronic parts, so it must be treated with care.

Avoid Rough Treatment

Handle the unit gently. Save the original packing materials to protect your equipment if you ever need to ship them.

Avoid Water

Your unit can be damaged if it gets wet. Do not use the equipment outdoors in the rain or handle it with wet hands. Do not install the equipment near a sink, bathtub, or shower.

Electrical Storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, exercise caution when using electrical appliances during storms.

Cleaning Your Unit

Your unit has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap solution. Do not use excess water or cleaning solvents of any kind.



IMPORTANT SAFETY INSTRUCTIONS



This symbol alerts you to important operating or servicing instructions in this document. Always follow basic safety precautions when using this product to reduce the risk of injury, fire or electric shock.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use aerosol or liquid cleaners. Use a damp cloth for cleaning.
- Do not use this product near water (for example, near a bathtub, kitchen sink, or swimming pool).
- Do not place this product on an unstable table, shelf, stand, or other unstable surfaces.
- This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home or office, consult your dealer or local power company.
- Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
- Never push objects of any kind into this product through the slots in the unit because it may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product but take it to an authorized service facility. Opening or removing parts of the unit other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
- Do not overload wall outlets and extension cords.



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Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:

- When the power supply cord or plug is damaged or frayed.
- If liquid has been spilled on the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally when following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
- If the product has been dropped and the unit has been damaged.
- If the product exhibits a distinct change in performance.
- The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table or cabinet outlet.



LIMITED WARRANTY

The AT&T brand is used under license. For customer service, repair, replacement, or warranty service and all questions about this product, contact the person who installed your system. If your installer is unavailable, visit our website at **www.telephones.att.com** or call **1 (888) 916-2007**. In Canada, call **1 (888) 883-2474**.

1. What does this Limited Warranty cover?

The manufacturer of this AT&T-branded product warrants to the holder of a valid proof of purchase ("CONSUMER" or "you") that the product and all accessories provided in the sales package ("PRODUCT") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the PRODUCT operating instructions. This Limited Warranty extends only to the CONSUMER for products purchased and used in the United States of America and Canada.

2. What will be done if the PRODUCT is not free from defects in materials and workmanship during the Limited Warranty period ("materially defective PRODUCT")?

During the Limited Warranty period, the manufacturer's authorized service representative will repair or replace at the manufacturer's option, without charge, a materially defective PRODUCT. If the manufacturer repairs the PRODUCT, they may use new or refurbished replacement parts. If the manufacturer chooses to replace the PRODUCT, they may replace it with a new or refurbished PRODUCT of the same or similar design. The manufacturer will retain the defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer's option, is your exclusive remedy. The manufacturer will return the repaired or replacement products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

3. How long is the Limited Warranty period?

The Limited Warranty period for the PRODUCT extends for ONE (1) YEAR from the date of purchase. If the manufacturer repairs or replaces a materially defective PRODUCT under the terms of this Limited Warranty, this Limited Warranty also applies to the repaired or replacement PRODUCT for a period of either (a) 90 days from the date the repaired or replacement PRODUCT is shipped to you, or (b) the time remaining on the original one-year Limited Warranty, whichever is longer.



4. What is not covered by this Limited Warranty?

This Limited Warranty does not cover:

- PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, fire, water or other liquid intrusion; or
- PRODUCT that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of the manufacturer; or
- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- PRODUCT to the extent that the problem is caused by use with non-AT&T accessories;
- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- PRODUCT purchased, used, serviced or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or
- PRODUCT returned without a valid proof of purchase (see item 6 on next page); or
- Charges for installation or setup, adjustment of customer controls, and installation or repair.

5. How do you get warranty service?

To obtain warranty service, contact the person who installed your system. If your installer is unavailable, visit our website at **www.telephones.att.com** or call **1 (888) 916-2007**. In Canada, call **1 (888) 883-2474**.



NOTE: Before calling for service, please review the user's manual. A check of the PRODUCT's controls and features may save you a service call. Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the PRODUCT to the service location.



The manufacturer will return any repaired or replaced PRODUCT under this Limited Warranty. Transportation, delivery or handling charges are prepaid. The manufacturer assumes no risk for damage or loss of the PRODUCT in transit. If the PRODUCT failure is not covered by this Limited Warranty, or proof of purchase does not meet the terms of this Limited Warranty, the manufacturer will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of products that are not covered by this Limited Warranty.

6. What must you return with the PRODUCT to get warranty service?

You must:

1. Return the entire original package and contents, including the PRODUCT, to the service location along with a description of the malfunction or difficulty; and
2. Include a "valid proof of purchase" (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and
3. Provide your name, complete and correct mailing address, and telephone number.

7. Other limitations

This warranty is the complete and exclusive agreement between you and the manufacturer of this AT&T branded PRODUCT. It supersedes all other written or oral communications related to this PRODUCT. The manufacturer provides no other warranties for this PRODUCT. The warranty exclusively describes all of the manufacturer's responsibilities regarding the PRODUCT. There are no other express warranties. No one is authorized to make modifications to this Limited Warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the PRODUCT is fit for ordinary use), are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall the manufacturer be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability



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to use the PRODUCT or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this PRODUCT. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.



GLOSSARY

This glossary provides definitions that are specific to this business telephone system.

10/100 Ethernet Port: An Ethernet port that supports two different speeds of Ethernet on the same port. The two speeds supported are 10Base-T and 100Base-TX.s

10Base-T/100Base-TX: An Ethernet network operating at up to 100 megabits per second

active call: An established telephone call that is not on hold

analog: A continuously variable signal

analog phone: A non-system telephone that plugs directly into a normal telephone wall plug

Auto Attendant: A system that automatically answers incoming calls and provides instructions to callers

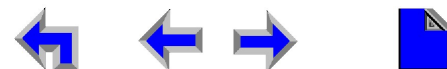
Auto-MDIX (Automatic Medium-Dependent Interface Crossover): A computer networking technology that automatically detects the required cable connection type (straight-through or crossover) and configures the connection appropriately

Available (☎): A screen icon that indicates that there is a Call Appearance key that is not busy with predialing, dialing, ringing, or an active or held call

Call Appearance: The five icons on the right side of the Deskset display and the keys and LEDs associated with those icons. The keys access active and held calls, and calls that are being dialed or predialed. The LEDs and icons indicate the state of each call or potential call.

Call Deck: When there is more than one active call on an optional Cordless Handset, each screen in the Call Deck represents and provides access to active and held calls, and calls that are being dialed or predialed. Display each screen by pressing the △ or ▽ navigation key in Idle mode.

Cat 5 wiring: A twisted pair data cable commonly used in offices for computer communication.



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CFNA (Call Forward - No Answer): Automatically forward unanswered calls to Voicemail or an extension or external phone number

default: The original product settings

DHCP (Dynamic Host Configuration Protocol): A network protocol that automatically assigns computer IP addresses

dial pad: The **0** through **9**, *****, and **#** keys on the Deskset and Cordless Handset

direct dial: Allowing callers to directly dial users' Extension numbers after an Auto Attendant answers

Directory: A list of names and phone numbers

Display Names: The names that the System Administrator enters to identify each Extension number. The Auto Attendant uses these names to assist callers in forwarding calls.

DND ON (DND ON): An indicator in the top right corner of the Deskset display that illuminates when you turn on the Do Not Disturb feature

DNS (Domain Name System) name server: A server that stores the Domain Name System records, such as address, name server, and mail exchanger records, for a domain name and responds with answers to queries against its database

Do Not Disturb (DND): A feature that suppresses audible ringing and pages at the Deskset

DSL (Digital Subscriber Line): High-speed Internet service through your telephone line. Telephone lines with DSL service require DSL filters to separate the telephone and data signals.

DTMF (Dual-Tone Multi-Frequency): Telephone tones commonly known as "touch-tone"

dynamic IP address: An IP address that is automatically assigned by the DHCP server

Emergency Bypass Port: The fifth SB67010 PSTN Gateway port that can provide telephone operation during a power failure when used with an analog phone

Ethernet: A type of computer networking technology that connects devices via Local Area Networks (LANs)

Extension list: A list of names and extension numbers



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Extension number: The three-digit number representing each individual Deskset

factory default: The original product settings

flash memory: Reprogrammable system storage used for storing software upgrades

FWD ON (FWD ON): An indicator in the top right corner of the Deskset display that appears when the Call Forward feature has been turned on. This feature causes calls to that Extension number to be automatically forwarded to another extension, phone number, or to Voicemail.

FXO (Foreign Exchange Office): The gateway telephone signaling interface between the PSTN telephone lines and the LAN

gateway: A network device equipped for interfacing with another network that uses different protocols

grounding: An electrical ground connection that minimizes interference, reduces the risk of equipment damage due to lightning, eliminates electrostatic buildup, and helps protect people who service the equipment

hard key: Any physical key on the Deskset, Handset or Gateway. Examples include **MENU** and **1** on the Deskset; **PHONE** and **1** on the Handset; and **SELECT** and **CANCEL** on the Gateway.

hard reset: An action that restores factory default settings

hub: A network hub or repeater hub is a device for connecting electronic devices, making them act as a single link

icon: A small picture in the display that presents status information

Idle: The mode of a device when it is not involved in call or call setup activity

interference: Electrical signals close by that cause degraded audio performance for cordless devices

IP address (Internet Protocol address): An individual numeric identification assigned to devices on your LAN

key beep: When enabled, pressing a key plays a tone

LAN (Local Area Network): A communications network that allows data devices to communicate with each other

LCD (Liquid Crystal Display): The screen that provides instructions and feedback



LED (Light Emitting Diode): A small light on a device that indicates status

link local address: A local address used for network address creation when no external source of network addressing information is available

link loss: Occurs when the connection between two RF devices fail, such as between the system Deskset and the optional Cordless Headset or Handset

live dial: Dialing after the phone is off hook

MAC address (Media Access Control address): A unique identifier assigned to most network adapters or network interface cards that is required for registering your devices

MDI/MDI-X: (Medium-Dependent Interface Crossover): A computer networking technology

mute: Stop sending your voice to the other party during a phone call

navigation link: A phrase on a computer screen that, when clicked, produces a different screen

NTP (Network Time Protocol): An Internet standard protocol that assures time synchronization in a computer network

octet: Octets are used in Internet Protocol computer network addresses. These consist of a series of four octets, usually shown in decimal and separated by dots.

off hook: Indicates that you have lifted the corded Handset, pressed **SPEAKER** or **HEADSET** to answer a call, or to prepare to place a call, or that you are on a phone call. You are off hook from the moment that you hear a dial tone to when you hang up a call.

on hook: Indicates that the corded Handset is in the Charger and that no Speakerphone, Handset, or Headset is active

opening menu: The Auto Attendant messages and actions that are available to callers before the callers take additional actions

operator: The extension that callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled

overwrite: Replace existing information



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P2P (Peer to Peer): A telecommunication system architecture in which some resources associated with a device are directly available to other similar system devices

page: Broadcasts your voice to all idle extensions that do not have Do Not Disturb turned on

page caching: Most web browsers store recently obtained website data on a local hard drive. The browser then only asks for data that has changed since the last download. Caching helps reduce the amount of traffic on the Internet.

park: A form of hold that allows held calls to be retrieved by any Deskset or Cordless Handset

Park list: The list of unretrieved parked calls

pass code: Another term for password

Personal list: A private list of names and phone numbers available to only a single extension (referred to as "Station Directory" on the WEBUI)

predial: Enter digits before going off hook to place a call

PSTN (Public Switched Telephone Network): The world's telephone network

Quick Dial: Provides two-touch dialing for frequently called phone numbers

reboot: Restart a device

Redial: Accesses the log of outgoing calls

RF (Radio Frequency): The communication channel for most Cordless Handsets and Headsets

router: An electronic device that connects two or more other electronic devices to each other, allowing them to communicate

scroll: Causes the screen display to move up, down, or across the screen

soft key: The four keys at the bottom of the Deskset LCD screen and the left and right keys below the Cordless Handset LCD screen. The labels on these soft keys change as different functions are needed.

soft reset: A partial restart that re-initializes the system devices



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static IP address: An IP address that is manually assigned to a computer by a System Administrator. This type of addressing requires specific knowledge of the LAN.

station: Another term for extension

Subnet (Subnetwork): Typically a LAN served by one router

supervised transfer: Occurs when you communicate with the transfer recipient before completing a transferred call.

Station Directory: A private list of names and phone numbers available to only a single extension (referred to as "Personal list" on the Deskset)

switch: A network switch links electronic devices. The switch processes and routes data flexibly, allowing more data to be handled without error.

System Directory: (see System list)

System list: This list of names and phone numbers is created and maintained by the System Administrator. All system users can sort and view this list.

unhold: Removes a call from hold status

Uninterruptible Power Supply (UPS): A battery-powered emergency power supply device

unsupervised transfer: Occurs when you do not communicate with the transfer recipient when transferring calls. The transfer recipient does not have to pick up the phone and talk to you before receiving the transferred call.

URL (Uniform Resource Locator): An Internet address

VoIP (Voice over Internet Protocol): A transmission technology for delivery of voice communications over IP networks such as the Internet or other packet-switched networks. Other synonymous terms include IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony, and broadband phone.

WEBUI (Web User Interface): A means of interacting with a product using a computer interface. Connection to the World Wide Web is not necessary.

